

THE DOCUMENT COMPANY

XEROX

**CopyCentre C20
WorkCentre M20/M20i
User Guide**

604E07110



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Changes, technical inaccuracies and typographical errors will be corrected in subsequent editions.

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1 Welcome

Thank you for choosing the *Xerox CopyCentre C20*, *WorkCentre M20* or *WorkCentre M20i*. These products have been designed for ease of use, but to use your machine to its fullest potential take some time to read the *User Guide*.

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Introduction

The *Xerox CopyCentre C20*, *WorkCentre M20* or *WorkCentre M20i* are a family of digital devices capable of being used for copying, printing, faxing, scanning and e-mail. The features and functions available on your machine depend on the model purchased:

Xerox CopyCentre C20

This model is a digital copier and copies at 20 pages per minute. It comes with a *Document Feeder*, *Paper Tray* and *Bypass Tray* as standard and also provides *2 Sided* copying.

An additional *Paper Tray*, *Foreign Interface*, *Cabinet* and *Stand* are available as options.

Xerox WorkCentre M20

This model provides digital copying, direct printing and direct scanning. It copies and prints at 20 pages per minute. A *Document Feeder*, *Paper Tray* and *Bypass Tray* are also provided and *2 Sided* copying and printing is supported.

An additional *Paper Tray*, a *Foreign Interface*, a *Cabinet* and *Stand* and *Network Printing* are available as options.

Xerox WorkCentre M20i

This model has digital copying, direct scanning, and faxing capabilities. It also provides networked printing and e-mail.

A *Document Feeder* and a single *Paper Tray* are supplied as standard, and *2 Sided* capability is also supported. An additional *Paper Tray*, a *Foreign Interface*, and a *Cabinet* and *Stand* are available as options.

Documentation and software is provided to support the networked capability and an additional 32MB memory is supplied with the e-mail function.

- For instructions on unpacking and setting up the machine ready for use the *Quick Install Sheets*, or refer to "Getting Started" on page 2-1.

About This Guide

Throughout this *User Guide* some terms are used interchangeably:

- Paper is synonymous with media.
- Document is synonymous with original.
- *Xerox CopyCentre C20, WorkCentre M20 or WorkCentre M20i* is synonymous with the machine.

The following table offers further information about the conventions used within this Guide.

CONVENTION	DESCRIPTION	EXAMPLE
Italic Typeface	Used to emphasise a word or phrase. In addition, references to other publications are displayed in Italic typeface.	<i>Xerox CopyCentre C20, WorkCentre M20 or WorkCentre M20i.</i>
Bracket Text Typeface	Used to emphasise the selection of a feature mode or key.	➤ Select the paper supply source required by pressing [Paper Supply].
Notes	Located in the margins and used to provide additional or useful information about a function or feature.	● <i>For instructions on loading media, refer to "Loading Paper" on page 4-2.</i>
Specification Note	Provides more in-depth specification information relating to the machine.	ⓘ <i>For full media specifications refer to "Media Specifications" on page 12-7.</i>
Caution	Cautions are statements that suggest <i>mechanical</i> damage as a result of an action.	CAUTION: DO NOT use organic or strong chemical solvents or aerosol cleaners or pour fluids directly onto any area.
Warning	Used to alert users to the possibility of <i>personal</i> injury.	WARNING: This product must be connected to a protective earthing circuit.

Related Information Sources

Information available for the products consists of:

- This *User Guide*
- The *Quick Start Guide*
- The *Quick Install Sheets*
- The *System Administration Guide*
- The Xerox website <http://www.xerox.com>

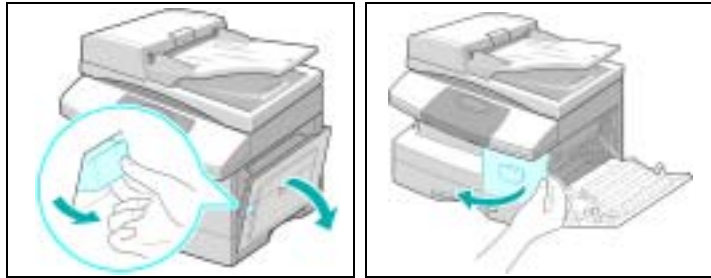
Customer Support

If you need assistance during or after product installation, please visit the Xerox website for online solutions and support:

<http://www.xerox.com>

If you require further assistance, call our experts at the *Xerox Welcome Center*, or contact your local representative. When telephoning please quote the machine serial number. Use the space below to make a note of the machine serial number:

To access the serial number open the side cover using the release latch and then open the front door. The serial number is located on the panel above the *Toner Cartridge*.



The *Xerox Welcome Center* or local representative telephone number is provided when the machine is installed. For convenience and future reference, please record the telephone number in the space below:

Xerox Welcome Center or local representative telephone number:

Xerox US Welcome Center: 1-800-821-2797

Xerox Canada Welcome Center: 1-800-93-XEROX (1-800-939-3769)

Safety

Your Xerox product and supplies have been designed and tested to meet strict safety requirements. These include Safety Agency approval, and compliance to established environmental standards. Please read the following instructions carefully before operating the product and refer to them as needed to ensure the continued safe operation of your product.

The safety testing and performance of this product have been verified using XEROX materials only.

Follow all warnings and instructions marked on, or supplied with the product.



This WARNING Mark alerts users to the possibility of personal injury.



This WARNING Mark alerts users to heated surfaces.

WARNING: *This product must be connected to a protective earthing circuit.*

This product is equipped with a 3-wire type plug, provided with a protective earthing pin. This plug will fit only into an earthed power outlet. This is a safety feature. To avoid risk of electric shock, contact your electrician to replace the receptacle if you are unable to insert the plug into the outlet. Never use an earthed adapter plug to connect the product to a power source receptacle that lacks an earth connection terminal.

This product should be operated from the type of power source indicated on the marking label. If you are not sure of the type of power available, consult your local power company.

Do not allow anything to rest on the power cord. Do not locate the product where persons will step or trip on the cord.

Use of an extension cord with this product is not recommended or authorized. Users should check building codes and insurance requirements if a properly earthed extension cord is to be used. Ensure that the total ampere ratings of the products plugged into the extension cord do not exceed the extension cord ampere rating. Also, ensure that the total amperage of all products plugged into the wall outlets does not exceed the outlet rating.

Disconnect Device for this product is the power cord. To remove all electrical power to the product, disconnect the power cord from the power receptacle.

Your equipment is equipped with an energy saving device to conserve power when the machine is not in use. The machine may be left on continuously.

Unplug this product from the wall outlet before cleaning. Always use materials specifically designated for this product. Use of other materials may result in poor performance and could create a hazardous situation.

Do not use aerosol cleaners. Follow the instructions in this User Guide for proper cleaning methods.

Never use supplies or cleaning materials for purposes other than those for which they were intended. Keep all supplies and materials out of reach of children.

Do not use this product near water, wet locations, or outdoors.

Do not place this product on an unstable cart, stand or table. The product may fall, causing personal injury or serious damage to the product

Slots and Openings in the cabinet and in the back and sides of the product are provided for ventilation. To ensure reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. The product should never be located near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.

Never push objects of any kind into the slots of the product as they may touch dangerous voltage points or short out parts which could result in a fire or electric shock.

Never spill liquid of any kind on the product.

Never remove covers or guards that require a tool for removal, unless directed to do so in a Xerox approved maintenance kit.

Never defeat interlock switches. Machines are designed to restrict operator access to unsafe areas. Covers, guards and interlock switches are provided to ensure that the machine will not operate with covers opened.

Do not put your hands into the fuser area, located just inside the exit tray area, as you may be burned.



CAUTION: Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instruction.

Quality Standards: The product is manufactured under a registered ISO9002 Quality system.

If you need additional safety information concerning this XEROX product or XEROX supplied materials you may call the following number:

EUROPE +44 (0) 1707 353434

USA/CANADA 1 800 928 6571

Safety Standards

EUROPE This XEROX product is certified by the following Agency using the Safety Standards listed.

Agency: TUV Rheinland

Standard: IEC60950 3rd Edition Amendments A1, A2, A3, A4 and A11.

USA/CANADA This XEROX product is certified by the following Agency using the Safety Standards listed.

Agency: UNDERWRITERS LABORATORIES

Standard: UL 60950 3rd Edition. Certification is based on reciprocity agreements, which include requirements for Canada.

Regulatory Information



The CE marking applied to this product symbolizes Xerox Limited Declaration of Conformity with the following applicable Directives of the European Union as of the dates indicated:

January 1, 1995: Council Directive 73/23/EEC amended by Council Directive 93/68/EEC, approximation of the laws of the member states related to low voltage equipment.

January 1, 1996: Council Directive 89/336/EEC, approximation of the laws of the member states related to electromagnetic compatibility.

March 9, 1999 Council Directive 99/5/EC, on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity.

A full declaration, defining the relevant directives and referenced standards can be obtained from your Xerox representative or by contacting:

Environment, Health and Safety
Xerox Limited
Bessemer Road
Welwyn Garden City
Hertfordshire
AL7 1HE
England

Telephone Number: +44 (0) 1707 353434



WARNING: *This is a Class A product. In a domestic environment this product may cause radio frequency interference, in which case the user may be required to take adequate measures.*



WARNING: *This product is certified manufactured and tested in compliance with strict safety and radio frequency interference regulations. Any unauthorized alteration which includes the addition of new functions or the connection of external devices may impact this certification. Please contact your local XEROX Limited representative for a list of approved accessories.*



WARNING: *In order to allow this equipment to operate in proximity to Industrial, Scientific and Medical (ISM) equipment, the external radiation from the ISM equipment may have limited or special mitigation measures taken.*



WARNING: Shielded cables must be used with this equipment to maintain compliance with Council Directive 89/336/EEC.

FCC Part 15 This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the product is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Reference CFR 47 Part 15 Changes or modifications to this equipment not specifically approved by the XEROX Corporation may void the user's authority to operate this equipment.

Section 15.21 Shielded cables must be used with this equipment to maintain compliance with FCC regulations.

Laser Safety



WARNING: Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

With specific regard to lasers, the equipment complies with laser product performance standards set by governmental, national and international agencies as a Class 1 Laser Product. It does not emit hazardous radiation as the beam is totally enclosed during all phases of customer operation and maintenance.

The Electricity at Work Regulations - UK ONLY

The Electricity at Work Regulation 1989 came into force in England and Wales on 1 April 1990. This 1989 Regulation places a duty on all employers and self-employed persons to ensure the electrical system in their premises is constructed, maintained and operated in such a manner as to prevent, so far as reasonably practical, danger. This includes ensuring all electrical equipment connected to such electrical systems safely constructed, maintained and operated.

All Xerox equipment has been designed to exacting safety standards and has undergone a variety of stringent safety tests including earth bond, insulation resistance and electrical strength tests. Xerox Limited manufacturing plants have been awarded ISO 9000 quality certification and are subject to regular audits by the British Standards Institution or equivalent national standards body.

Xerox equipment which has been properly and regularly serviced and maintained should not have to undergo additional specific safety tests pursuant to the 1989 Regulation. Customers wishing to complete safety testing should contact Xerox Limited (see page 1-13 for details) for advice prior to any test implementation.

XEROX equipment should, however, be properly and regularly serviced and maintained at all times.

QUESTION: What is the Electricity at Work Regulation?

ANSWER: The Electricity at Work Regulation 1989 came into force in England and Wales on 1 April 1990. This 1989 Regulation places a duty **on all employers and self-employed persons** to ensure the electrical systems in their premises are constructed, maintained and operated in such a manner as to prevent, so far as reasonably practicable, danger. This includes ensuring that all electrical products connected to such electrical systems are safely constructed, maintained and operated.

QUESTION: Does XEROX Limited comply with the Electricity at Work Regulation?

ANSWER: The regulation places a duty on **all employers and self-employed persons** to ensure the electrical systems in their premises are, effectively safe.

The regulation does not impose on, amongst others, **manufacturers or suppliers** of such electrical systems. However, rest assured that all XEROX equipment which XEROX Limited and its authorized distributors supplies to customers, conforms with all the relevant safety legislation and standards.

QUESTION: Is XEROX equipment safe?

ANSWER: All XEROX equipment supplied by XEROX Limited and their authorized distributors conforms to all relevant safety legislation and standards.

QUESTION: Is the XEROX equipment in my premises safe?

ANSWER: All XEROX equipment supplied by XEROX Limited and their authorized distributors conforms to all relevant safety legislation and standards. However, like all electrical equipment, they have to be regularly serviced and maintained by competent persons.

XEROX Limited Customer Service Engineers ensure XEROX equipment is serviced and maintained to exacting XEROX safety standards. If you would like your XEROX equipment to be serviced and maintained to such high standards, please contact your local XEROX Limited Customer Service Organization. They will be pleased to assist you.

QUESTION: Does the XEROX equipment in my premises comply with the Electricity at Work Regulations?

ANSWER: All employers and self-employed persons must ensure that the electrical systems in their premises are safe. This will include ensuring XEROX equipment in such premises is safe.

XEROX Limited's Product Safety function has prepared a guide which contains a list of tests which may be completed by your XEROX Limited Customer Service Organization.

THESE TESTS MUST BE CARRIED OUT ONLY BY PERSONS WHO POSSESS THE RELEVANT SKILL, KNOWLEDGE AND EXPERIENCE TO CARRY OUT SUCH TESTS.

Please contact the XEROX Limited Customer Service Organization for further information.

THE USE OF INAPPROPRIATE TEST PROCEDURES AND TEST EQUIPMENT MAY PROVIDE MISLEADING RESULTS AND MAY CAUSE DEATH, PERSONAL INJURY AND/OR DAMAGE TO PROPERTY.

QUESTION: I would like to carry out my own safety tests on the XEROX equipment in my premises.

ANSWER: You may, of course, request such tests as you deem necessary to satisfy yourself that your XEROX equipment is safe. Your XEROX Limited Customer Support will be pleased to advise you on such testing.

QUESTION: I require records of all tests.

ANSWER: After safety testing, your XEROX Limited Customer Service Engineer will provide you with a certificate which details the results of all tests completed.

In the event of any defect being noted, the XEROX equipment will be switched off and disconnected from the supply until the defect has been corrected. You will be advised of such action to enable such defects to be corrected.

PLEASE NOTE: YOU MUST ENSURE THAT YOUR XEROX EQUIPMENT IS SAFE AT ALL TIMES.

Please contact us if you have any queries regarding the information provided in this document.

Environment, Health and Safety

XEROX Limited

Bessemer Road

Welwyn Garden City

Hertfordshire

AL7 1HE

England

Telephone Number: +44 (0) 1707 353434

Regulations - Europe

Certification to 1999/5/EC Radio Equipment & Telecommunications Terminal Equipment Directive

This Xerox product has been self-certified by Xerox for pan-European single terminal connection to the analogue public switched telephone network (PSTN) in accordance with Directive 1999/5/EC.

The product has been designed to work with the national PSTNs and compatible PBXs of the following countries:

<i>Austria</i>	<i>GermanyLuxembourg</i>	<i>Sweden</i>
<i>Belgium</i>	<i>GreeceNetherlands</i>	<i>Switzerland</i>
<i>Denmark</i>	<i>IcelandNorway</i>	<i>United Kingdom</i>
<i>France</i>	<i>IrelandPortugal</i>	<i>Finland</i>
<i>Italy</i>	<i>Spain</i>	

In the event of problems, you should contact your local Xerox representative in the first instance.

This product has been tested to and is compliant with TBR21, a technical specification for terminal equipment for use on analogue-switched telephone networks in the European Economic Area.

The product may be configured to be compatible with other country networks. Please contact your Xerox representative if it needs to be reconnected to another country's network. There are no user-adjustable settings in the product.

NOTE: *Although this product can use either loop disconnect (pulse) or DTMF (tone) signaling it is recommended that it is set to use DTMF signaling. DTMF signaling provides reliable and faster call set-up.*

Modification, connection to external control software or to external control apparatus not authorized by Xerox, will invalidate its certification.

Regulations - USA

Fax Send Header Requirements

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including Fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.)

In order to program this information into your Fax machine refer to “Machine Setup” on page 2-19 and follow the steps provided.

Data Coupler Information

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the Administrative Council for Terminal Attachments (ACTA). On the rear of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the Telephone Company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant.



WARNING: Ask your local Telephone Company for the modular jack type installed on your line. Connecting this machine to an unauthorized jack can damage Telephone Company equipment. You, not Xerox, assume all responsibility and/or liability for any damage caused by the connection of this machine to an unauthorized jack.

You may safely connect the machine to the following standard modular jack: USOC RJ-11C using the compliant telephone line cord (with modular plugs) provided with the installation kit. See installation instructions for details.

The Ringer Equivalence Number (or REN) is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local Telephone Company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If this Xerox equipment causes harm to the telephone network, the Telephone Company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the Telephone Company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The Telephone Company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the Telephone Company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this Xerox equipment, for repair or warranty information, please contact the appropriate service center; details of which are displayed either on the machine or contained within the user guide. If the equipment is causing harm to the telephone network, the Telephone Company may request that you disconnect the equipment until the problem is resolved.

Repairs to the machine should be made only by a Xerox representative or an authorized Xerox service agency. This applies at any time during or after the service warranty period. If unauthorized repair is performed, the remainder of the warranty period is null and void.

This equipment must not be used on party lines. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your office has specially wired alarm equipment connected to the telephone line, ensure the installation of this Xerox equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your Telephone Company or a qualified installer.

Regulations - Canada

This product meets the applicable Industry Canada technical specifications.

The Ringer Equivalence Number (REN) is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

The REN value may be found on the label located on the rear of the equipment.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority or electrician, as appropriate.

Environmental Compliance

Energy Star®



XEROX Corporation designed this product to comply with the guidelines of the ENERGY STAR® program of the Environmental Protection Agency. As an ENERGY STAR® Partner, XEROX has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

2 Getting Started

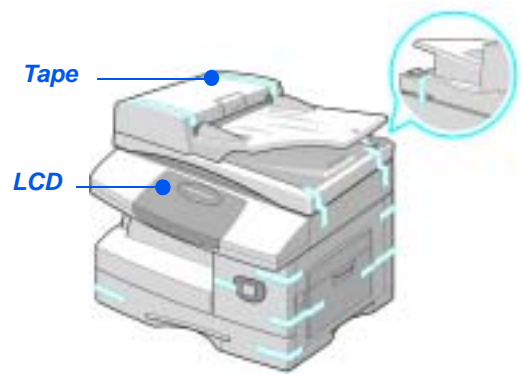
Before you start to use your machine, there are a number of tasks to perform. Using the instructions provided in this chapter, unpack and setup your machine ready for use.

- Unpacking 2-2
- Machine Overview 2-4
- Installing Drum and Toner Cartridges 2-10
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- Installing Software 2-23

Unpacking

1

- Remove the shipping tape from the front, back and sides of the machine.

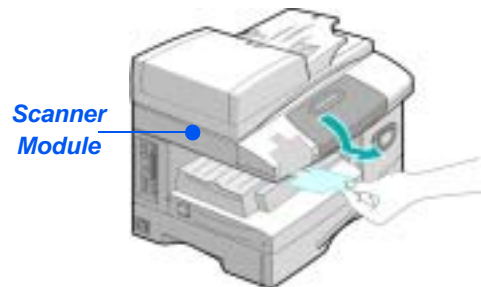


2

- To scan or copy a document, the switch must be in the unlock position. If the machine is not being used for a long period of time, or being moved, push the switch to the lock position (🔒).

- Remove the label completely from the scanner module by pulling it straight out, away from the unit.

The scan unlock switch automatically moves to the unlock position (🔓).



3

- Pull open the paper tray and remove the packing material from the tray.



4

- The appearance of the power cord and the telephone line cord may vary according to Country.

➤ Ensure the following components are available:



AC Power Cord



User Documentation



Starter Toner Cartridge



Drum Cartridge

WorkCentre M20 and M20i only:



Telephone Line Cord



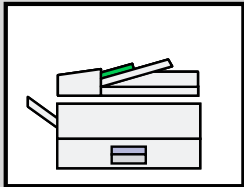
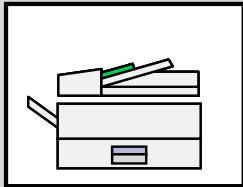
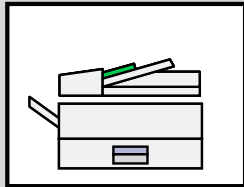
USB Cable



Software

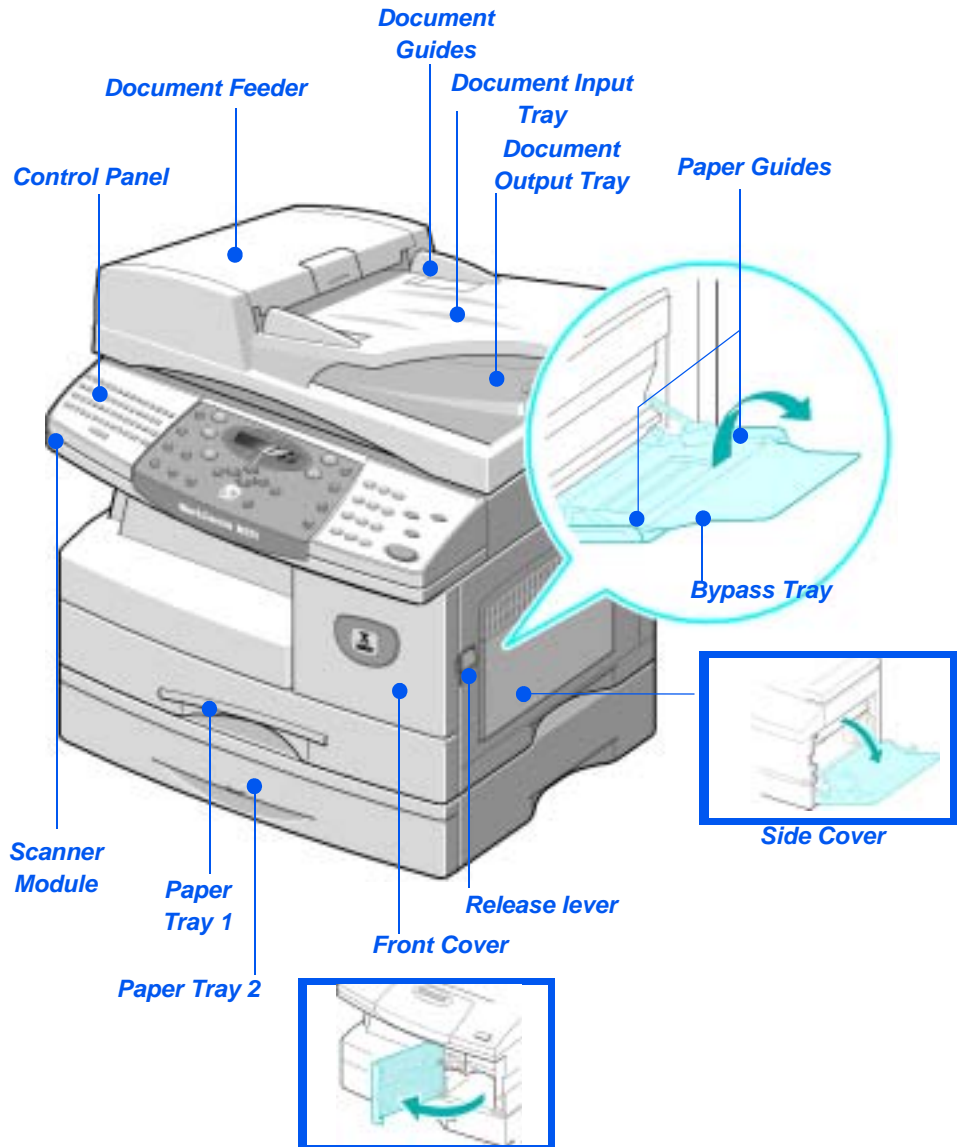
Machine Overview

Models and Options

	<i>CopyCentre C20</i>	<i>WorkCentre M20</i>	<i>WorkCentre M20i</i>
			
Document Feeder	Standard	Standard	Standard
Paper Tray 1 & Bypass Tray	Standard	Standard	Standard
Digital Copying	Standard	Standard	Standard
Direct Printing	-	Standard	Option
Network Printing	-	Option	Standard
Direct Scanning	-	Standard	Standard
Fax	-	-	Standard
E-mail	-	Option	Standard
Paper Tray 2	Option	Option	Option
Cabinet and Stand	Option	Option	Option
Foreign Interface	Option	Option	Option

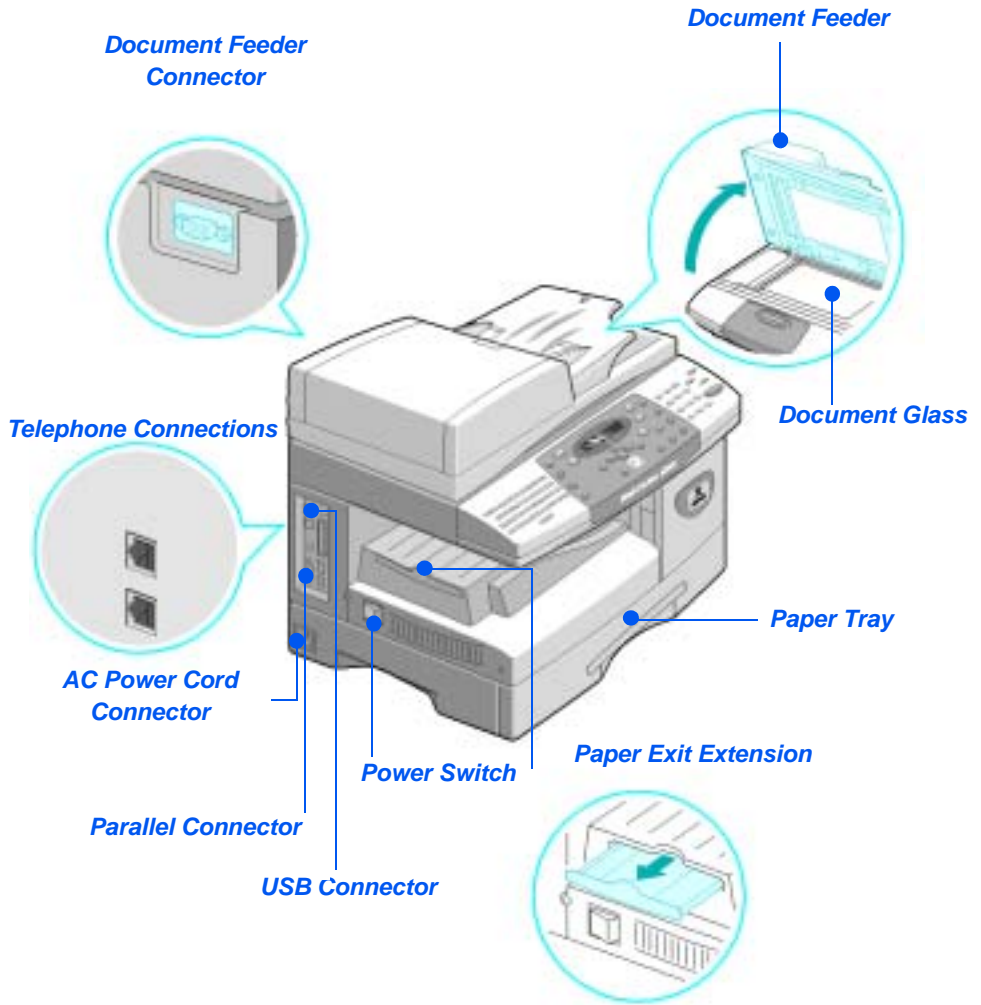
Component Location

Front View:



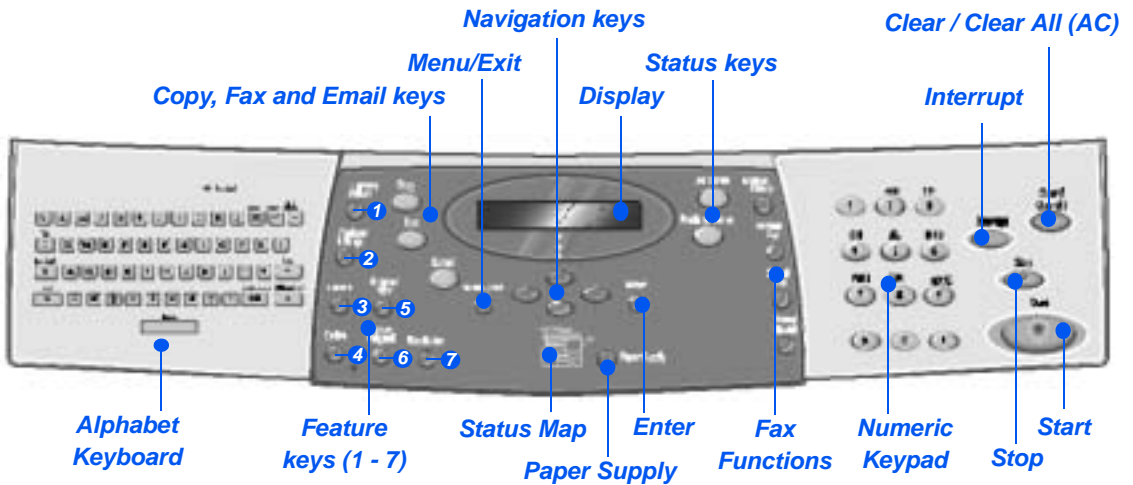
NOTE: The components on each model vary, this picture represents the WorkCentre M20i with the optional Paper Tray 2.

Rear View:


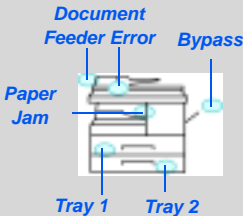






NOTE: The components on each model vary, this picture represents the WorkCentre M20i, standard configuration.

Control Panel Overview



ITEM	DESCRIPTION
Alphabet Keyboard	Use to enter alpha and symbol characters for the E-mail and Fax functions.
1 Lighten/Darken	Use to adjust the contrast level to improve output quality.
2 Reduce/Enlarge	Use to adjust copy size from 25% to 400% when using the <i>Document Glass</i> , and 25% to 100% using the <i>Document Feeder</i> .
3 2 Sided	Use to scan 2 Sided originals and produce 2 Sided output.
4 Collated	Use to produce collated output.
5 Original Type	Used to select the type of original being scanned.
6 Color Original	Use this option when scanning a color original.
7 Resolution	Use to adjust the scan resolution.
Copy	Select to activate the <i>Copy</i> mode. The <i>Copy</i> key illuminates when selected.
Fax	Select to activate the <i>Fax</i> mode. The <i>Fax</i> key illuminates when selected. (<i>WorkCentre M20i only.</i>)
E-mail	Select to activate the <i>E-mail</i> mode. The <i>E-mail</i> key illuminates when selected.
Menu/Exit	Use to access the menu functions and also to move up through the menu levels.
Enter	Use to confirm the selection on the display.

<p>Navigation Keys</p> 	<p>Use to scroll through the menu items and the options available for each menu item.</p>
<p>Paper Supply</p>	<p>Use to select a paper type and source. Each press of the <i>Paper Supply</i> key changes the selection. The <i>Status Map</i> indicates the selected tray.</p> <hr/> <p>NOTE: <i>Paper Tray 2 is available as an option.</i></p> <hr/>
<p>Status Map</p> 	<p>The <i>Status Map</i> identifies which paper tray is selected, when a paper tray is empty and when an error occurs.</p> <p>The <i>Status Map</i> has a light for each paper tray. A paper tray can be selected using the <i>Paper Supply</i> key. Each time the key is pressed, a different tray is selected and a green light displays to indicate the selected tray. When two tray lights display together, the <i>Auto Tray Switching</i> feature is active. This enables the machine to switch to a different tray if the current tray runs out of paper.</p> <p>If a paper tray is empty, the light will flash and if enabled, an error tone will sound.</p> <p>If an error occurs, a red light displays indicating the location of the error, and a message appears on the display providing further information.</p> <hr/> <p> For a detailed description of the error messages, refer to "LCD Error Messages" on page 11-11.</p> <hr/>
<p>Display</p>	<p>Displays the current status and the menu prompts and selections.</p>
<p>Job Status</p>	<p>Use to view the current job status, add pages to jobs in memory and to delete jobs.</p>
<p>Machine Status</p>	<p>Use to access setup menus and customise the machine.</p>
<p>Manual Group</p>	<p>Use to manually enter multiple destinations for a fax job. (<i>WorkCentre M20i only.</i>)</p>
<p>Manual Dial</p>	<p>Use to dial a fax number manually. (<i>WorkCentre M20i only.</i>)</p>
<p>Speed Dial</p>	<p>Use to dial fax numbers and send faxes by entering a <i>Speed Dial</i> number which has been set up previously and stored in the machine's <i>Dial Directory</i>. (<i>WorkCentre M20i only.</i>)</p>
<p>Pause/Redial</p>	<p>Use to redial the last phone number called or to add a pause when storing a number in the dial directory. (<i>WorkCentre M20i only.</i>)</p>
<p>Numeric Keypad</p>	<p>Use to enter alphanumeric characters.</p>

<i>Interrupt</i> 	Use to interrupt the current copy job to run a more urgent job.
<i>Start</i> 	Use to activate a job.
<i>Stop</i> 	Use to stop an operation at any time.
<i>Clear/Clear All (AC)</i>	Press once to clear a current entry e.g. an incorrect number or character entry. Press twice to clear all programmed settings, the display requests confirmation.

Installing Drum and Toner Cartridges

- 1** ➤ Pull the release latch to open the side cover.

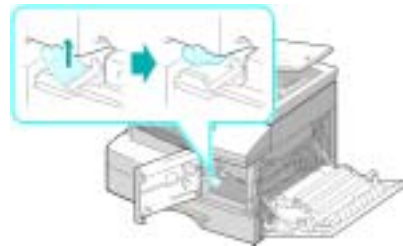
CAUTION: Ensure the side cover is always open before opening the front cover.



- 2** ➤ Open the front cover.

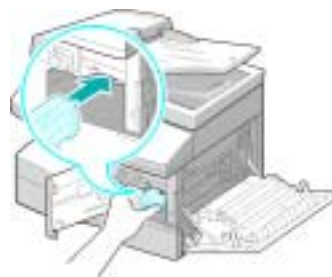


- 3** ➤ If the cartridge locking lever is in the lower position, turn the lever upward until it locks into place.



4

- Remove the drum cartridge from its bag and slide it into the machine firmly until it locks into place.



CAUTION: Do not expose the green drum to light for an extended period. Never expose the drum to direct sunlight or touch the drum surface. Damage or poor image quality may result.

5

- *Xerox has included a Starter Toner Cartridge. Purchased replacement toner cartridges will yield approximately two times the number of copies.*

- Remove the starter toner cartridge from its bag.
- Gently shake the cartridge to loosen the toner.

Shaking the cartridge will ensure maximum copies per cartridge.



6

- Slide the toner cartridge into the machine, aligning the cartridge to the left of the slot, until it locks into place.

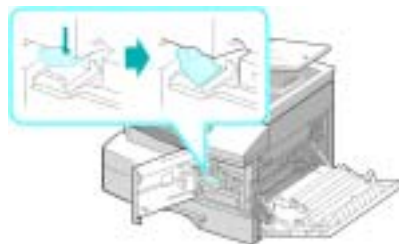


7

- *When the drum or toner cartridge need to be replaced a message displays.*

- Turn the toner locking lever downwards until it locks in place.
- Close the front cover and the side cover.

The product returns to Standby mode.



Making Connections

1 Document Feeder

- Connect the *Document Feeder* cord to the port shown and fasten the side screws.



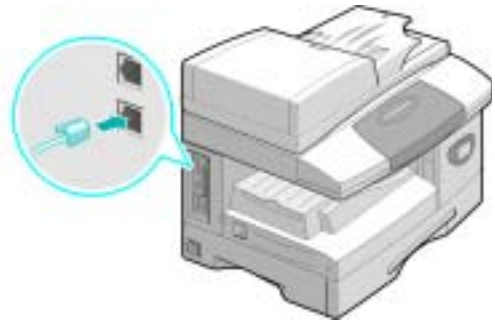
2 Telephone Line (WorkCentre M20i only)

- You should use the telephone line cord which is supplied with your machine. If you are replacing it with another vendor's, it should be AWG #26 or larger telecommunication line cord.

- Connect the supplied telephone line to the *LINE* jack and the other end to the wall jack.

If you want to use your machine for receiving both faxes and voice calls, you will need to connect a telephone and/or answering machine.

- If required, plug the cord of your extension phone into the *EXT* jack.



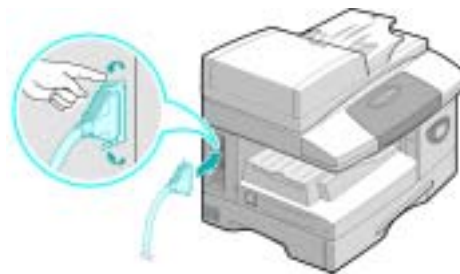
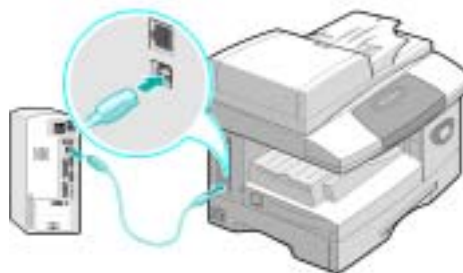
3 **USB or Parallel Port Cable** (WorkCentre M20 and M20i only)


CAUTION: Shut down the computer before connecting the cable.

- Connect the *USB Cable* which came with your machine.

OR

- If you want to use a parallel print cable, only use an IEEE-1284 compliant cable and connect it to the parallel connector on your machine.



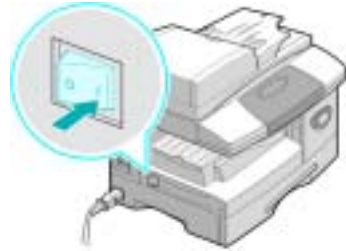
 Only connect one of the above cables. If you are using a USB cable, you must be running Windows 95, 98, Me, 2000, XP or NT 4.0. When using the USB connection, your machine provides two USB modes; Fast and Slow. Fast is the default mode. Some PC User's may experience poor functionality in the default mode. If this occurs, select the Slow mode. For information about changing the USB mode, refer to "Machine Setup" on page 2-19.

Powering On the Machine

1

- Connect the *AC Power Cord* to the machine and a power outlet.

The power cord must be plugged into a grounded power socket.

**2**

- Press the *ON/OFF* switch to the ON (I) position.

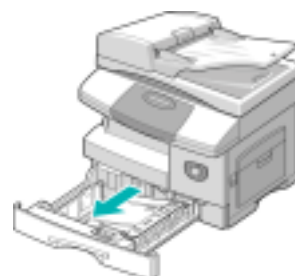
The machine displays 'Warming Up Please Wait...'.
'

Loading Paper

1

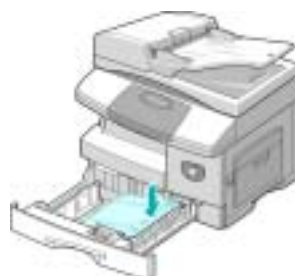
- An additional Paper Tray is available as an option. The instructions for loading both paper trays are the same.

- Pull open the Paper Tray.



2

- Push down on the pressure plate until it locks into position.

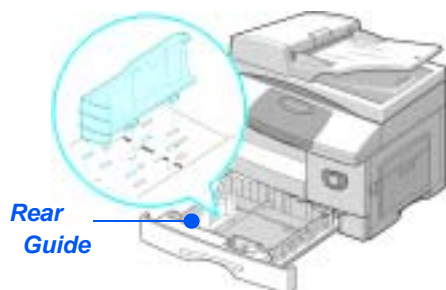


3

- Adjust the rear paper guide to the required paper length.

It is preset to A4 or Letter size depending on country.

- To load another size, lift the rear guide out of the current position and into the required position.



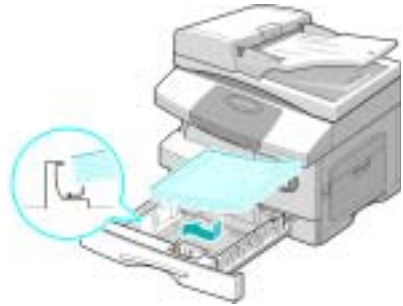
-
- ① *The Paper Trays can hold a maximum of 550 sheets of 80 g/m² (20 lb) plain paper. You can use A4, Letter or Legal size paper only.*
-

4

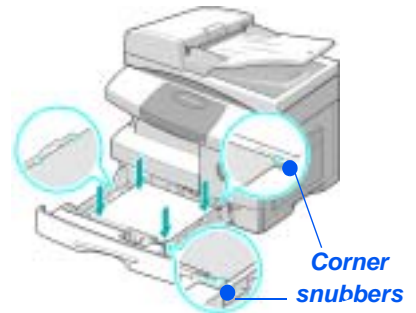
- If you experience problems with paper feed, turn the paper around and if the problem continues, use the Bypass Tray.

- Fan the paper and insert it into the tray.

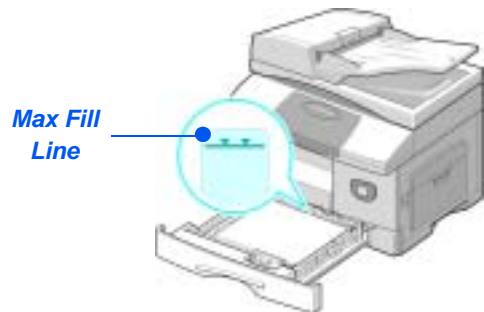
If loading Letterhead, ensure the design is face-up and the top edge of the sheet is placed at the right side.

**5**

- Ensure that the paper is positioned under the snubbers.



- Do not fill above the *Maximum Fill Line*.



6

- When printing from your PC, ensure you select the Paper Source and the correct paper size from your software application.

- Position the side guide by squeezing the lever and sliding it toward the stack of paper, until it gently touches the side of the stack.

Do not allow the guide to press against the edge of the paper tightly.

- Close the Paper Tray.



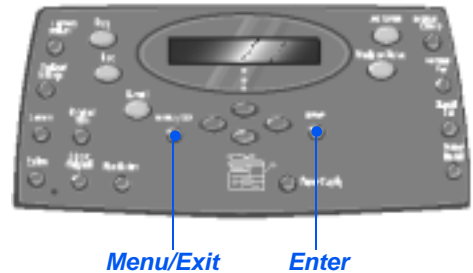
Refer to “Machine Setup” starting on page 2-19 to set the correct size for the Paper Tray.
For more detailed information about Paper Supply, refer to the Chapter “Paper and Other Media” starting on page 4-1.

Help List

The *Help List* contains information about the features and settings available on your machine. It is helpful to print the list to use as a reference tool when performing *Machine Setup* tasks.

Use the following instructions to print the *Help List*.

- Press the [Menu/Exit] key.



- Using the *Navigation Keys* select the [Help List] and press [Enter].
Help List Printing... displays.
The *Help List* is printed.

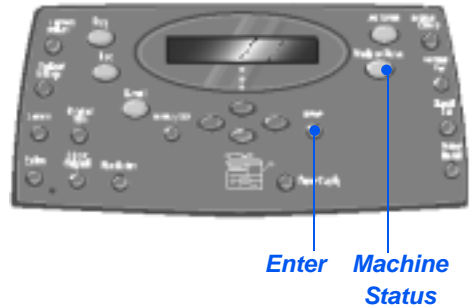


- Press [Menu/Exit] to exit each menu level and return to standby mode.

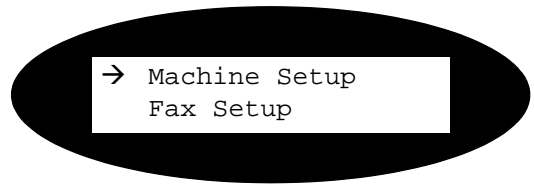
Machine Setup

Use the following instructions to customize your machine to meet your individual requirements.

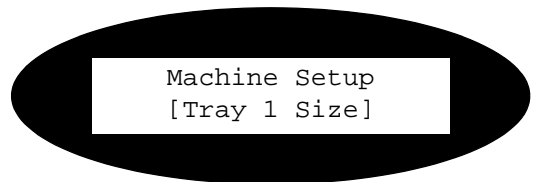
- Press the [Machine Status] key.



- Using the *Navigation Keys* select [Machine Setup] and press [Enter].



- Using the *Navigation Keys* select the required setup option and press [Enter].
➤ Using the “*Machine Setup Options*” starting on page 2-20 customize the settings to meet your requirements.
➤ Press [Enter] to save your selections.



- Press [Menu/Exit] to exit each menu level and return to standby mode.

Machine Setup Options

OPTION	SETTINGS	DESCRIPTION
Tray 1 Size	<i>LTR / A4 / LGL / Folio</i>	Use to set the default paper size for Tray 1. Paper Size options are Letter, A4, Legal (216 x 356 mm / 8.5 x 14 inch) or Folio.
Tray 2 Size	<i>LTR / A4 / LGL / Folio</i>	Use to set the default paper size for Tray 2. Paper Size options are Letter, A4, Legal (216 x 356 mm / 8.5 x 14 inch) or Folio.
Bypass Size	<i>LTR / A4 / LGL / Folio / A5 / Statement</i>	Use to set the default paper size for the Bypass tray. Paper Size options are Letter, A4, Legal (216 x 356 mm / 8.5 x 14 inch), Folio, A5 or Statement. <hr/> <p>① <i>If feeding media smaller than A4/Letter through the bypass tray, the setting can remain set at A4, Letter or Legal size.</i> <i>When copying onto a paper size smaller than A4/Letter, the printed image may be offset and not reproduce correctly, even when Auto Fit is selected.</i></p> <hr/>
Power Save	<i>On</i>	Use to enable the <i>Power Save</i> feature. If <i>On</i> is selected, set the period of time the machine waits before <i>Power Save</i> is activated. Choose between 5, 10, 15, 30 or 45 minutes.
	<i>Off</i>	
Time Out	<i>15 / 30 / 60 / 180 Seconds</i>	Sets the number of seconds the machine remains idle before the current job settings are reset back to the default settings. Use <i>Off</i> to deactivate the option.
	<i>Off</i>	
Stamp RX Name	<i>On</i>	Set to <i>On</i> to enable sender information, the machine ID, the page number, the date and time of reception and the reduction rate of the image to be printed on each page of each received transmission. The information is printed on the bottom edge of each page.
	<i>Off</i>	
Alarm Sound	<i>On</i>	Set to <i>On</i> to enable an alarm sound when an error occurs or a fax communication ends.
	<i>Off</i>	

OPTION	SETTINGS	DESCRIPTION
Key Sound	<i>On</i>	Set to <i>On</i> to enable a sound when any key is pressed.
	<i>Off</i>	
Speaker Control	<i>On</i>	The speaker can be set to <i>On</i> , <i>Off</i> or <i>Comm</i> . <i>Comm</i> allows the speaker to remain on until the remote machine answers.
	<i>Off</i>	
	<i>Comm</i>	
Language	<i>English, French, German, Italian, Spanish, Portuguese, Dutch, Danish, Swedish, Finnish, Norwegian, Russian</i>	The display uses the language selected.
Localization	<i>Inch</i>	Use to set whether measurements are displayed and entered in inches or millimeters.
	<i>MM</i>	
Select Country	<i>UK, Greece, Turkey, Ukraine, Slovenia, Russia, Yugoslavia, Australia, HongKong, NewZealand, SouthAfrica, Israel, Korea, K.Xerox, China, India, Asia STD, Malaysia, Singapore, USA/Canada, Brazil, Chile, Columbia, Mexico, Argentina, Peru, Germany, France, Austria, Switzerland, Italy, Spain, Portugal, Norway, Finland, Sweden, Netherlands, Denmark, Belgium, Hungary, Poland, Czech, Romania, Bulgaria, Ireland</i>	Setting the <i>Country</i> option sets the correct fax communication settings for each country.
USB Mode	<i>Fast</i>	Use to set the USB speed. <i>Fast</i> is the default mode. Some PC users may experience poor USB implementation in the default mode. If this occurs, select <i>Slow</i> .
	<i>Slow</i>	
Machine ID	<i>Fax</i>	Use to enter the fax number and name of the machine.
	<i>Name</i>	
Date & Time		Enter the current date and time using the <i>Numeric Keypad</i> . Use <i>Clock Mode</i> to set whether the machine uses a 12 or 24 hour clock.

OPTION	SETTINGS	DESCRIPTION
Clock Mode	<i>12 hour</i>	The machine can be configured to display time using either a 12-hour or 24-hour format.
	<i>24 hour</i>	
Toner Save	<i>On</i>	If <i>On</i> , the machine produces a lower quality output to reduce toner consumption. Useful if your machine is used for internal documents only.
	<i>Off</i>	
Discard Size	<i>[00 - 30]</i>	<p>If the <i>Fax Setup</i> option <i>Auto Reduction</i> is set to <i>Off</i>, and the received document is as long or longer than the paper selected, the machine will discard any excess image from the bottom of the page that is longer than the selected length.</p> <p>If the received page is outside the discard margin set, it will print on two sheets of paper at the actual size. Margins can be set between 0 - 30mm (1.2").</p>

Installing Software

There are four drivers provided:

- PCL5
- PostScript
- Twain
- ControlCentre

The installation procedure is the same for all of them. You can install all of the drivers at the same time or as many as you require.



These instructions are for installing direct printing and scanning via the parallel or USB. For Xerox WorkCentre M20i network connections, it is recommended that you contact your System Administrator or refer to the System Administration Guide.

The Xerox WorkCentre M20 and M20i can be connected directly to the *USB* or *Parallel Port* of a host *Workstation*. A document file can be sent or received from the host *Workstation* via the appropriate port to the Xerox WorkCentre M20 or M20i.

Prior to installing the drivers, ensure the *USB* or *Parallel Port* connection has been made between the Xerox WorkCentre M20 or M20i and the *Workstation*.



For USB or Parallel Port connection instructions, refer to "Making Connections" starting on page 2-12.

There are three stages required to installing the machine on a port on a local workstation:

- Install the driver.

This requires the appropriate printer driver to be installed on the workstation.

- Workstation Setup

This requires the workstation to be configured to print to the WorkCentre M20i.

- Test Print or Scan

A print job should be submitted to ensure the WorkCentre M20i has been installed and configured correctly.

Driver Installation

Before direct printing, direct scanning or using ControlCentre through the *Parallel Port* or the *USB* port, you will need to install a driver.

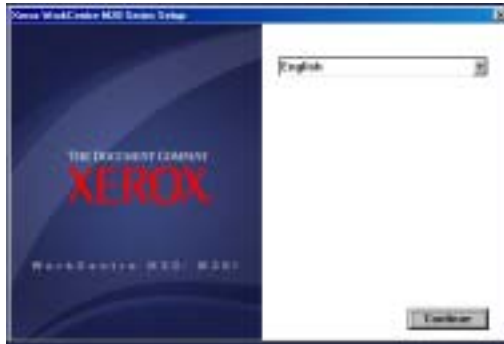
The procedure will install the driver and configure it for the local port.

To install the driver on the workstation.

1

- Insert the *Driver CD* into the CD drive.

Within a few seconds, the CD should start automatically and present you with the opening screen. If this does not happen, go to the *Start* menu, select [Run] and browse to the CD drive. Select [Setup] and click [OK]. Click [OK] to start the installation procedure.



2

- Select the language for the installation and select [Continue].

The driver screen is displayed.



3

- Check the boxes for the drivers required, *PostScript*, *PCL*, *PC Scan* and *ControlCentre*.
- Select [Continue].



You can choose to install as many drivers as you require by checking the appropriate boxes.

The selection will be confirmed.




- 4** ➤ Select [Continue] to confirm your choice and install the driver.
The installation will continue by transferring a number of files.


 *If you chose to install multiple drivers, the installation process will be repeated for each driver.*

- 5** ➤ Select [Finish] to complete the installation.

- 6** ➤ Switch the printer *Off* and then *On*.

 *For instructions for powering the machine on and off, refer to “Powering On the Machine” starting on page 2-14.*

- 7** ➤ Reboot the *Workstation*.
Windows will automatically detect new hardware and install the appropriate driver.
Follow the instructions for “*Workstation Setup*” starting on page 2-26 to continue the installation.

 This window will have a different appearance according to the operating system of the workstation and the type of driver installed. The window displayed is for a Windows XP operating system.

3

- Click on the [Ports] tab.

The *Ports* tab will be displayed.



4

- Check the box appropriate to the connection.

For a parallel connection, check *LPT1*, *LPT2* or *LPT3* depending on the configuration of the workstation. This is usually *LPT1*.

For a *USB* connection, check the *USB* box.

5

- Click [OK].

Follow the instructions for “*Test Print or Scan*” starting on page 2-28 to continue the installation.

Test Print or Scan

To ensure the *Xerox WorkCentre M20 or M20i* has been installed correctly a test print or scan should be submitted from the *Workstation*.

Test Print

Perform the following steps:

- 1 Open a document on the *Workstation*.
- 2 Select the *Xerox WC M20 Series* as the printer to which the document will be sent.
- 3 Print the selected document on the device and verify that it prints correctly.
The installation process is now complete.

Test Scan

- 1 Open the Twain compliant application being used to scan documents.
- 2 Follow the instructions provided in “*Scan*” starting on page 8-1 to scan a document and verify that it scans correctly.
The installation process is now complete.

3 Copy

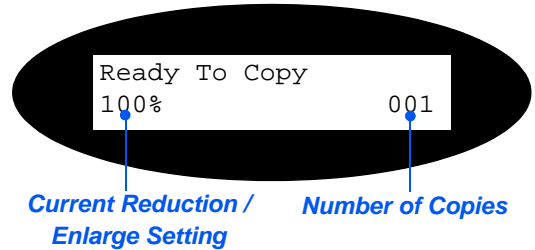
Digital copying is available as standard on the *Xerox CopyCentre C20, WorkCentre M20 and WorkCentre M20i*.

- Copying Procedure 3-2
- Basic Copy Features 3-6
- Special Copy Features 3-10
- Using Interrupt 3-14
- Compatible Features 3-17

Copy Procedure

1 Select Copy Mode

- Ensure *Ready to Copy* displays.



Current Reduction /
Enlarge Setting

Number of Copies

- If necessary, press the [Copy] key to change to *Copy* mode.

The *Copy* key remains illuminated when selected.



2 Select the Paper Supply

- For instructions on loading media, refer to "Loading Paper" on page 4-2.

For full media specifications refer to "Media Specifications" on page 12-7.

- To select a paper tray, press the [Paper Supply] key until the required tray is lit on the *Status Map*.

Tray 1 and the *Bypass Tray* are available as standard, Tray 2 is optional.

If two tray lights display together, the *Auto Tray Switching* feature is active. When one tray runs out of paper, the machine will switch to the other selected tray.



Status Map

Paper Supply



When copying onto a paper size smaller than A4/Letter, the printed image may be offset and not reproduce correctly, even when Auto Fit is selected.

- If the *Bypass Tray* is selected the *Paper Type* option displays. Use the *Navigation Keys* to select the *Paper Type* being loaded and press [Enter].

If using the *Bypass*, remember to load the required stock.



Navigation Keys

Enter

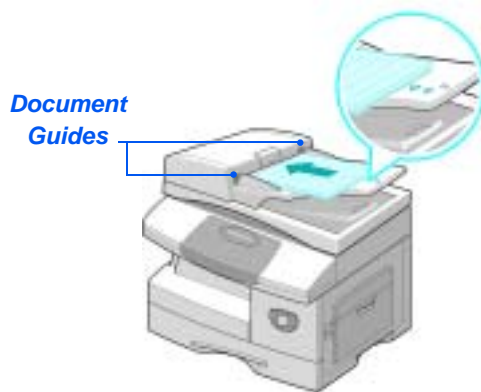
3 Load the Originals

Document Feeder:

- Remove all staples and paper clips prior to loading.
- Adjust the sliding document guides to the size required.
- Insert the originals neatly into the *Document Feeder*, face up.

The first page should be on top with the headings towards the back or left of the machine.

- Align the stack with the left and rear edges of the tray. Adjust the guides to just touch the edges of the originals.



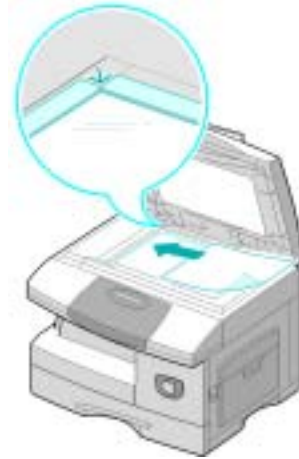
① Up to 50 sheets of 80 g/m² (20lb bond) paper can be loaded. Weight ranges from 45 - 105 g/m² (12.5 - 28lb). Sizes range from B5 to Legal (7" x 10" to 8.5" x 14"). Refer to "Scanner and Copier Specifications" on page 12-5 for full Document Feeder specifications.

Document Glass:

- When using the Document Glass, ensure there are no documents in the Document Feeder.

Leaving the Document Feeder open while scanning will affect the image quality and toner consumption.

- Raise the Document Feeder and position the original face down on the Document Glass.
- Align with the registration arrow in the rear left corner.
- Lower the Document Feeder.

**4****Select the Copy Features**

- Only those features relevant to the machine configuration will be available.

- Press the Copy feature key required on the Control Panel.

Basic features available for Copy jobs are *Lighten/Darken*, *Reduce/Enlarge*, *2 Sided*, *Collated*, *Original Type* and *Color Original*.



For information about all the available Copy features, refer to "Basic Copy Features" on page 3-6, and "Special Copy Features" on page 3-10.

Lighten/Darken

Original Type

Reduce/Enlarge

2 Sided

Collated

Color Original



- Using the Navigation Keys, select the setting required for the feature and press [Enter].

5 Enter the Quantity

- The maximum copy quantity is 999.
- Use the *Numeric Keypad* to enter the number of copies required.
- If necessary, press [Clear/Clear All] to clear the current quantity and enter a new quantity.



6 Press Start

- You can cancel a copy job while it is copying by pressing the [Stop] key twice.
- Press [Start] to begin the copy job.
- If *Collated* is *On*, when the document is fed from the *Document Glass*, the display shows [Scan Another?].
- To scan another original, load the next original and using the *Navigation Keys* select [Yes] and press [Enter].

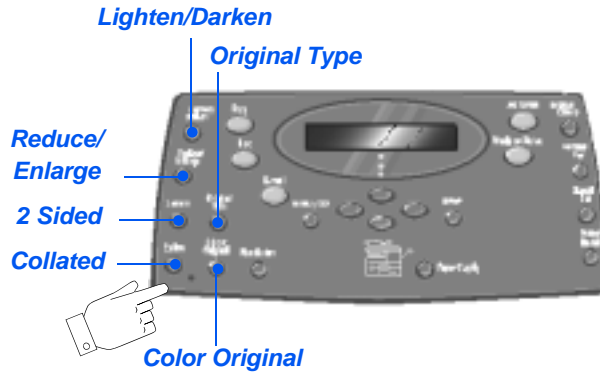
Continue the procedure until all the originals have been scanned.
- Select [No] when all the originals have been scanned, and press [Enter].

Printing commences and copies are delivered to the *Output Tray*.






Basic Copy Features


There are seven basic *Copy* features available. These features can be selected using the feature keys located on the *Control Panel*.

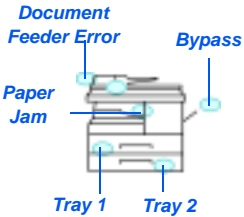


Feature Description

FEATURE	OPTIONS		INSTRUCTIONS
Lighten/Darken <ul style="list-style-type: none"> Use to adjust the contrast for a document containing faint or dark images. 	5 Contrast Settings		<ul style="list-style-type: none"> Press [Copy]. Press [Lighten/Darken]. Using the <i>Navigation Keys</i> select a contrast setting. <p>Each time the key is pressed the selection block on the display moves to the left or right. As the selection block moves to the right the contrast becomes darker.</p> <ul style="list-style-type: none"> Press [Enter] to save the selection.
Reduce/Enlarge <ul style="list-style-type: none"> Use to reduce or enlarge an image from 25% to 400%, depending on the input area used. 	25 - 400%	Reduce/Enlarge from 25 - 400% using the <i>Document Glass</i> , and from 25 - 100% using the <i>Document Feeder</i> .	<ul style="list-style-type: none"> Press [Copy]. Press [Reduce/Enlarge]. Enter the percentage required using the <i>Numeric Keypad</i>. The selected number appears on the display. Press [Enter] to save the selection.

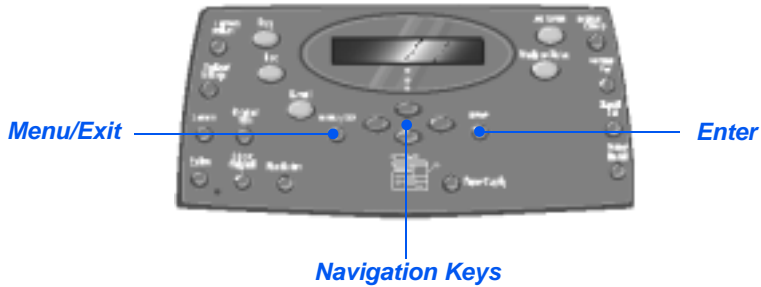
	Clone	<p>Use to print multiple images on a single sheet of paper. The number of images produced is determined automatically based on the original image size.</p> <ul style="list-style-type: none"> • <i>Only available using the Document Glass, ensure the Document Feeder is empty.</i> 	<ul style="list-style-type: none"> ➤ Press [Copy]. ➤ Press [Reduce/Enlarge]. ➤ Using the <i>Navigation Keys</i>, select [Clone] and press [Enter]. <p><i>Clone</i> appears on the display.</p>
	Auto Fit	<p>Use to reduce or enlarge the image to fit the paper size automatically.</p> <ul style="list-style-type: none"> • <i>Only available using the Document Glass, ensure the Document Feeder is empty.</i> 	<ul style="list-style-type: none"> ➤ Press [Copy]. ➤ Press [Reduce/Enlarge]. ➤ Using the <i>Navigation Keys</i>, select [Auto Fit] and press [Enter]. <p><i>Auto Fit</i> appears on the display.</p>
<p>2 Sided</p> <ul style="list-style-type: none"> • <i>Use to produce 1 or 2 sided copy output from 1 or 2 sided originals.</i> 	1-1 Sided	Use when originals are printed on 1 side and 1-sided copies are required.	<ul style="list-style-type: none"> ➤ Press [Copy]. ➤ Press [2 Sided]. ➤ Use the <i>Navigation Keys</i> to select the option required and press [Enter] to save the selection. ➤ If necessary, use the [Scan Side 2] option to scan side 2. Position side 2 on the <i>Document Glass</i> and select [Yes] then [Enter] to scan side 2. <p>Continue the procedure until all the originals have been scanned.</p> <ul style="list-style-type: none"> ➤ Select [No] when all the originals have been scanned, and press [Enter].
	<p>1-2 Sided Long</p> 	Use when originals are printed on 1 side only and 2 Sided copies, with the conventional "head to head" layout are required.	
	<p>1-2 Sided Short</p> 	Use when originals are printed on 1 side only and 2 Sided copies, with the "head to toe" layout are required.	
	<p>2-1 Sided Long</p> 	Use when originals are printed on both sides, with the conventional "head to head" layout, and 1 sided copies required.	

	<p>2-1 Sided Short</p> 	Use when originals are printed on both sides in the "head to toe" layout, and 1 sided copies are required.	➤
	<p>2-2 Sided</p>	Use for originals that are printed on 2 sides and 2 Sided copies are required.	
<p>Collated</p> <ul style="list-style-type: none"> • Use to produce collated copy sets. 	<p>On</p>	Use to produce collated output e.g. 2 copies of a 3 page job will print one complete document, followed by the second complete document.	<ul style="list-style-type: none"> ➤ Press [Copy]. ➤ Press [Collated]. ➤ Use the <i>Navigation Keys</i> to select [On] and press [Enter].
<p>Original Type</p> <ul style="list-style-type: none"> • Use to select the type of document being scanned. 	<p>Text</p>	Use for documents containing mostly text.	<ul style="list-style-type: none"> ➤ Press [Copy]. ➤ Press [Original Type]. ➤ Use the <i>Navigation Keys</i> to select the option required and press [Enter].
	<p>Mixed</p>	Use for documents with mixed text and graphics.	
	<p>Photo</p>	Use for photographs.	
<p>Color Original</p> <ul style="list-style-type: none"> • Use when scanning a color original. 	<p>On</p>	Use when scanning color originals.	<ul style="list-style-type: none"> ➤ Press [Copy]. ➤ Press [Color Original]. ➤ Use the <i>Navigation Keys</i> to select [On] and press [Enter].

<p>Paper Supply</p> <ul style="list-style-type: none"> • Use to select the paper source. 	<p>Status Map</p>	<p>The <i>Status Map</i> identifies which paper tray is selected, when a paper tray is empty and when an error occurs.</p> 	<ul style="list-style-type: none"> ➤ Press [Copy]. ➤ To select a paper tray, press the [Paper Supply] key until the required tray is lit on the <i>Status Map</i>. <p>The <i>Status Map</i> identifies which paper tray is selected, when a paper tray is empty and when an error occurs. The <i>Status Map</i> has a light for each paper tray.</p> <p>Each time the [Paper Supply] key is pressed, a different tray is selected and a green light displays to indicate the selected tray. When two tray lights display together, the <i>Auto Tray Switching</i> feature is active. This enables the machine to switch to a different tray if the current tray runs out of paper.</p> <p>If a paper tray is empty, the light will flash and if enabled, an error tone will sound.</p>
	<p>Bypass</p>	<p>Use to notify the machine the type of paper loaded in the <i>Bypass Tray</i>.</p>	<ul style="list-style-type: none"> ➤ If the <i>Bypass Tray</i> is selected the <i>Paper Type</i> option displays. Use the <i>Navigation Keys</i> to select the <i>Paper Type</i> being loaded and press [Enter]. <p>If using the <i>Bypass</i>, remember to load the required stock.</p>

Special Copy Features

The special *Copy* features available can be accessed by pressing the *Menu/Exit* key and then selecting *Copy Features* on the display.



Feature Description

FEATURE	OPTIONS	TO SELECT
<p>ID Card Copy</p> <ul style="list-style-type: none"> Use to copy both sides of an ID document e.g. a drivers license, onto one side of paper. 	-	<ul style="list-style-type: none"> Press [Menu/Exit]. Using the <i>Navigation Keys</i> select [Copy Features] and press [Enter]. Use the <i>Navigation Keys</i> to select [ID Card Copy] and press [Enter]. [Press Start S.1] displays. Load <i>Side 1</i> of the original on the <i>Document Glass</i> and press [Start]. Repeat for <i>Side 2</i> when [Press Start S.2] displays. <p>The machine prints both sides of the ID document on one side of paper.</p>

Edge Erase <ul style="list-style-type: none"> Use to 'clean up' the edges of an original e.g. if it is frayed or has hole punch or staple marks. 	Off	Use to de-activate the feature.	<ul style="list-style-type: none"> Press [Menu/Exit]. Using the <i>Navigation Keys</i> select [Copy Features] and press [Enter]. Use the <i>Navigation Keys</i> to select [Edge Erase] and press [Enter]. Select the required <i>Edge Erase</i> option and press [Enter] to save the selection.
	Small Orig Edges	Use to erase 6 mm (0.25") from the edge of the document.	
	Binder Holes	Use to erase 24 mm (1.0") from the left edge of the document.	
	Book Center & Edges	Use to erase 6 mm (0.25") from the left and right edge of the document.	
	Border Surround	Use to create a border around all edges of the document.	
Margin Shift <ul style="list-style-type: none"> Use to create a binding edge for the document. 	Off	Use to de-activate the feature.	<ul style="list-style-type: none"> Press [Menu/Exit]. Using the <i>Navigation Keys</i> select [Copy Features] and press [Enter]. Use the <i>Navigation Keys</i> to select [Margin Shift] and press [Enter]. Select the required <i>Margin Shift</i> option and press [Enter]. If required, enter a shift amount using the <i>Numeric Keypad</i> and press [Enter].
	Auto Center	Use to center the image on the paper.	
	Left Margin	Use to enter a shift amount for the left margin.	
	Right Margin	Use to enter a shift amount for the right margin.	
	Top Margin	Use to enter a shift amount for the top margin.	
	Bottom Margin	Use to enter a shift amount for the bottom margin.	

Book Copy <ul style="list-style-type: none"> Use when copying bound documents. If the document is too thick, lift the cover until its hinges are caught by the stopper and then close the cover. 	Off	Use to de-activate the feature.	<ul style="list-style-type: none"> Use the Document Glass when copying bound documents.
	Left Page	Use to scan and copy the left page of a bound document.	<ul style="list-style-type: none"> Press [Menu/Exit]. Using the <i>Navigation Keys</i> select [Copy Features] and press [Enter].
	Right Page	Use to scan and copy the right page of a bound document.	<ul style="list-style-type: none"> Use the <i>Navigation Keys</i> to select [Book Copy] and press [Enter].
	Both Pages	Use to scan and copy both pages of a bound document.	<ul style="list-style-type: none"> Select the required <i>Book Copy</i> option and press [Enter].
Auto Suppress <ul style="list-style-type: none"> Use when copying originals which require the background removing. 	On	Use to activate the 'Auto Suppress' feature.	<ul style="list-style-type: none"> Press [Menu/Exit]. Using the <i>Navigation Keys</i> select [Copy Features] and press [Enter].
	Off	Use to de-activate the feature.	<ul style="list-style-type: none"> Use the <i>Navigation Keys</i> to select [Auto Suppress] and press [Enter]. Select [On] and press [Enter].
Covers <ul style="list-style-type: none"> Use to automatically add covers to your copied set using stock taken from another tray. 	Off	Use to de-activate the feature.	<ul style="list-style-type: none"> Press [Menu/Exit]. Using the <i>Navigation Keys</i> select [Copy Features] and press [Enter].
	Front	Use to add a blank or printed front cover to the copies.	<ul style="list-style-type: none"> Use the <i>Navigation Keys</i> to select [Covers] and press [Enter].
	Back	Use to add a blank or printed back cover to the copies.	<ul style="list-style-type: none"> Select the required <i>Covers</i> option and press [Enter].
	Front & Back	Use to add a blank or printed front and back cover to the copies.	<ul style="list-style-type: none"> Select the <i>Paper Tray</i> containing the covers stock and press [Enter]. Select [Blank] or [Printed] depending on your requirement, and press [Enter].

Transparencies <ul style="list-style-type: none"> Use to create a single set of transparencies with blank or printed separators. 	Off	Use to de-activate the feature.	<ul style="list-style-type: none"> Press [Menu/Exit]. Using the <i>Navigation Keys</i> select [Copy Features] and press [Enter]. Use the <i>Navigation Keys</i> to select [Transparencies] and press [Enter]. Use the <i>Navigation Keys</i> to select [Bypass] and press [Enter]. Use the <i>Navigation Keys</i> to select [Off], [Printed] or [Blank] for the separators and press [Enter]. Select a <i>Paper Tray</i> for the separators and press [Enter].
	Bypass	Use to create a single set of transparencies with a blank or printed divider between each transparency.	
Create Booklet <ul style="list-style-type: none"> Use to copy a document as a 2 Sided job and arrange the pages to produce a booklet when folded. 	On	Use to activate the 'Create Booklet' feature.	<ul style="list-style-type: none"> Press [Menu/Exit]. Using the <i>Navigation Keys</i> select [Copy Features] and press [Enter]. Use the <i>Navigation Keys</i> to select [Create Booklet] and press [Enter]. Select [On] and press [Enter].
	Off	Use to de-activate the feature.	
N Up <ul style="list-style-type: none"> Use to print 2 or 4 original images reduced on to one page. 	Off	Use to de-activate the feature.	<ul style="list-style-type: none"> Press [Menu/Exit]. Using the <i>Navigation Keys</i> to select [Copy Features] and press [Enter]. Use the <i>Navigation Keys</i> to select [N Up] and press [Enter]. Select the required <i>N Up</i> option and press [Enter].
	2 Up	Use to print the images from 2 originals on to one page.	
	4 Up	Use to print the images from 4 originals on to one page.	

Using Interrupt

The Interrupt button is used to temporarily pause the job which is currently being copied in order to run a more urgent job. This feature is useful if the machine is printing a large job as it still provides access to Copy mode for running small, quick jobs.

1 Select Copy Mode

- *Interrupt* is only available in *Copy* mode. Press the [Copy] key to activate *Copy* mode.



2 Select Interrupt

- To interrupt the current *Copy* job, press the [Interrupt] key.
- The machine activates the *Interrupt* feature and the *Interrupt* key remains illuminated.

The job pauses after the current sheet has been printed or the current original has been scanned.



 *If the current job cannot be interrupted, a message displays.*

3 Load the Originals

- Remove all staples and paper clips prior to loading.
- Load the originals for the *Interrupt* job into the *Document Feeder* or load a single original on the *Document Glass*.



For full instructions on loading originals refer to "Load the Originals" starting on page 3-3



4 Select the Interrupt Job Features

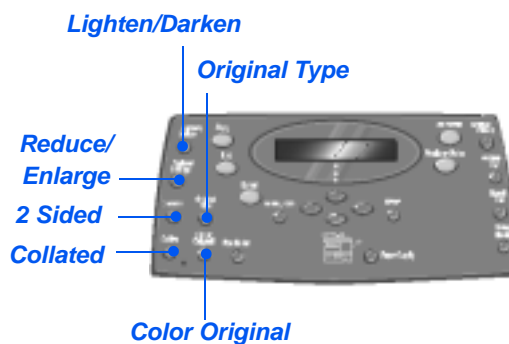
- Only those features relevant to the machine configuration will be available.

- Basic features available for *Copy* jobs are *Lighten/Darken*, *Reduce/Enlarge*, *2 Sided*, *Collated*, *Original Type* and *Color Original*.



For information about all the available *Copy* features, refer to "Basic Copy Features" on page 3-6, and "Special Copy Features" on page 3-10.

- Press the feature key required and using the *Navigation Keys*, select the setting required for the feature. Press [Enter].



5 Enter the Quantity

- The maximum copy quantity is 999.

- Use the *Numeric Keypad* to enter the number of copies required.



6 Press Start

- Press [Start] to begin the *Interrupt* job.
- If using the *Document Glass* and [Scan Another?] displays, select [Yes] to scan another original, or [No] if all originals have been scanned; press [Enter].

The *Interrupt* job is printed.

If another urgent job is required repeat the procedure.



7 Resume Current Job

- To resume the interrupted job, press the [Interrupt] button.

The *Interrupt* feature is deactivated.

- If required, reorder and reload the originals as instructed and press [Start].

The interrupted job resumes.



Compatible Features

The following table indicates which features are compatible with other features. It also shows which input area can be used for a feature e.g. the *Document Feeder* or *Document Glass*.

COPY FEATURE		Document Feeder or Glass	ID Copy	Book Copy	Create Booklet	N Up	Edge Erase	Margin Shift	Auto Suppress	Covers	Transparencies
<i>ID Copy</i>		Glass									
<i>Book Copy</i>		Glass	X								
<i>Create Booklet</i>		Document Feeder	X	X							
<i>N Up</i>	<i>2 Up</i>	Glass / Document Feeder	X	X	O						
	<i>4 Up</i>	Document Feeder	X	X	X						
<i>Edge Erase</i>	<i>Small Orig Edges</i>	Glass	X	X	X	X					
	<i>Binder Holes</i>	Glass / Document Feeder	X	X	X	O					
	<i>Book Center & Edges</i>	Glass	X	O	X	X					
	<i>Border Surround</i>	Glass / Document Feeder	X	X	O	O					
<i>Margin Shift</i>	<i>Auto Center</i>	Glass	X	X	X	X	O Small Orig Only				
	<i>Left</i>	Glass / Document Feeder	X	O	X	X	O Not Book Center & Edges				
	<i>Right</i>	Glass / Document Feeder	X	O	X	X	O Not Book Center & Edges				
	<i>Top</i>	Glass / Document Feeder	X	O	X	X	O Not Book Center & Edges				
	<i>Bottom</i>	Glass / Document Feeder	X	O	X	X	O Not Book Center & Edges				
<i>Auto Suppress</i>		Glass / Document Feeder	X	O	O	O	O	O			
<i>Covers</i>		Glass / Document Feeder	X	O	X	X	O Not Book Center & Edges	O Not Auto Center	O		
<i>Transparencies</i>		Glass / Document Feeder	X	O	X	X	O	O Not Auto Center	O	X	
<i>R/E</i>	<i>%</i>	Glass / Document Feeder	X	O	X	X	O Binder Holes & Border Surround Only	X	O	O	O
	<i>AutoFit</i>	Glass	X	X	X	X	O Small Orig Only	X	O	X	O
	<i>Clone</i>	Glass	X	O	X	X	O Small Orig Only	X	O	X	O
<i>Collate</i>		Glass / Document Feeder	X	X	X	X	O Not Book Center & Edges	O	O	O	X

Key:

- O = Compatible
- X = Incompatible

4 Paper and Other Media

There is one *Paper Tray* and a *Bypass Tray* as standard on the *Xerox CopyCentre C20*, *WorkCentre M20* and *WorkCentre M20i*. A second *Paper Tray* is available to purchase as an option.

- Loading Paper 4-2
- Setting the Paper Size 4-8
- Media Specifications 4-9

Loading Paper

Preparing Paper for Loading

Before loading paper into the *Paper Trays*, fan the edges. This procedure separates any sheets of paper that are stuck together and reduces the possibility of paper jams.



To avoid unnecessary paper jams and misfeeds do not remove paper from its packaging until required.

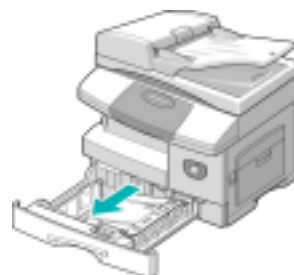
Using the Paper Trays

Loading the Paper Trays

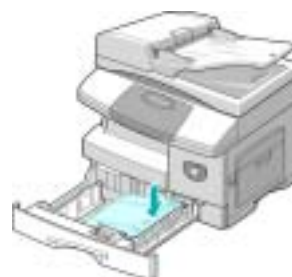
Using the instructions provided, load paper into the machine. Up to two *Paper Trays* are available, depending on your machine configuration. The *Paper Trays* can hold a maximum of 550 sheets of 80 g/m² (20 lb) plain paper.

1

- To load paper, pull open the *Paper Tray*.

**2**

- Push down on the pressure plate until it locks into position.

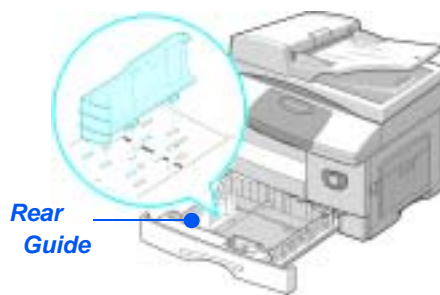


3

- Adjust the rear paper guide to the required paper length.

It is preset to A4 or Letter size depending on country.

- To load another size, lift the rear guide out of the current position and into the required position.



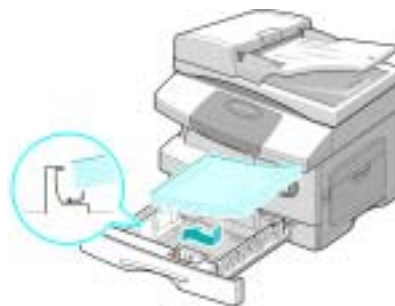
① *The Paper Trays can hold a maximum of 550 sheets of 80 g/m² (20 lb) plain paper. You can use A4, Letter or Legal size paper only.*

4

- *If you experience problems with paper feed, turn the paper around and if the problem continues, use the Bypass Tray.*

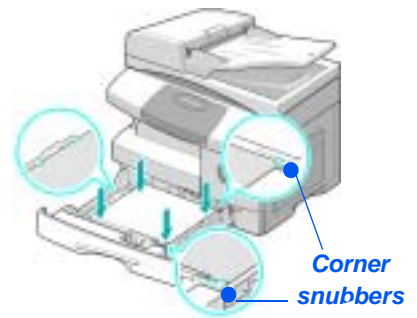
- Fan the paper and insert it into the tray.

If loading Letterhead, ensure the design is face-up and the top edge of the sheet is placed at the right side.

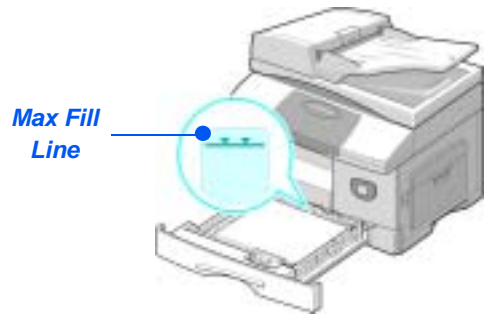


5

- Ensure that the paper is positioned under the snubbers.



- Do not fill above the *Maximum Fill Line*.



6

- When printing from your PC, ensure you select the Paper Source and the correct paper size from your software application.

- Position the side guide by squeezing the lever and sliding it toward the stack of paper, until it gently touches the side of the stack.

Do not allow the guide to press against the edge of the paper tightly.

- Close the *Paper Tray*.



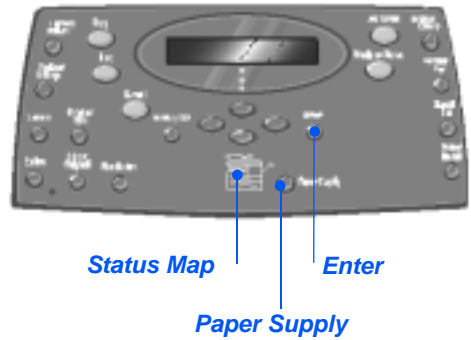
Use the instructions "Setting the Paper Size" on page 4-8 to set the correct size for the Paper Tray.

7

- To select a paper tray, press the [Paper Supply] key until the required tray is lit on the *Status Map*.

Tray 1 and the *Bypass Tray* are available as standard, Tray 2 is optional.

If two tray lights display together, the *Auto Tray Switching* feature is active. When one tray runs out of paper, the machine will switch to the other selected tray.



Using the Bypass Tray

The *Bypass Tray* is located on the right side of your machine. It can be closed when not in use, making the product more compact. Use the *Bypass Tray* to print transparencies, labels, envelopes or postcards in addition to making quick runs of paper types or sizes that are not currently loaded in the paper tray.

Acceptable print media is plain paper with sizes ranging from 98 x 148 mm (3.86 x 5.83 inch), to Legal size (216 x 356 mm / 8.5 x 14 inch) and weighing between 60 g/m² and 160 g/m² (16 lb and 43 lb).

The following table summarizes the print media allowed and the maximum stacking height for each paper type.

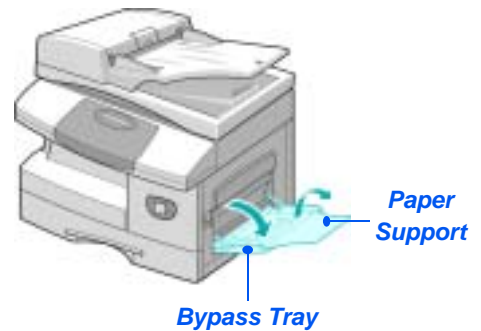
PAPER TYPE	MAXIMUM STACKING HEIGHT
Plain/Bond/Colored and Pre-printed Paper	100 sheets or 9 mm (0.35 inch)
Envelope	10 envelopes or 9 mm (0.35 inch)
Transparency	30 sheets or 9 mm (0.35 inch)
Label	10 sheets or 9 mm (0.35 inch)
Cardstock	10 sheets or 9 mm (0.35 inch)

① The height is measured with the stack of sheets laid on a flat surface.

Loading the Bypass Tray

1

- Remove any curl on postcards, envelopes, and labels before loading them into the Bypass Tray.
- Lower the *Bypass Tray*, located on the right side of the product.
- Unfold the *Paper Support* extension.



2

- Prepare a stack of paper or envelopes for loading by flexing or fanning them back and forth. Straighten the edges on a level surface.



3

- Hold transparencies by the edges and avoid touching the print side.
- Load the print material with the print side facing down and against the right edge of the tray.



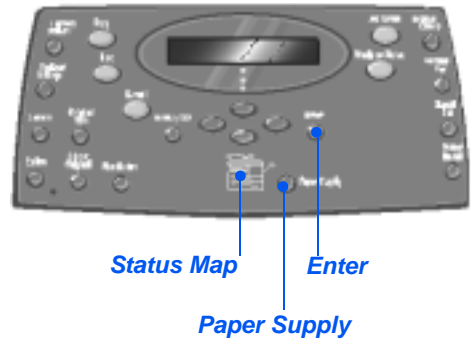
4

- Adjust the paper guide to the width of the stack of print material.
- Ensure you have not loaded too much print media. The stack should be under the *Max. Fill Line*.



5

- To select the *Bypass Tray*, press the [Paper Supply] key until the Bypass tray is lit on the *Status Map*.
- When the *Bypass Tray* is selected the *Paper Type* option displays. Use the *Navigation Keys* to select the *Paper Type* being loaded and press [Enter].



Use the instructions "Setting the Paper Size" on page 4-8 to set the correct size for the Bypass Tray.

Setting the Paper Size

After loading paper in the *Paper Trays*, you will need to set the default *Paper Size*. Use the following instructions to set the default *Paper Size* for each tray.

- **1** Press the [Machine Status] key on the *Control Panel*.
- **2** Select [Machine Setup] using the *Navigation Keys* and press [Enter].
The display shows [Tray 1 Size] on the bottom line.
➤ Press [Enter].
- **3** Use the *Navigation Keys* to select the *Paper Size* required and press [Enter] to save the selection.
➤ Repeat the procedure for [Tray 2 Size] if available, and [Bypass Size].
- **4** Press [Menu/Exit] to exit each menu level and return to Standby mode.

Media Specifications

Media Sizes and Types

The table below identifies the media sizes which can be used in the *Paper Tray* and *Bypass Tray*, and the capacities which can be loaded.

MEDIA SIZE	INPUT SOURCE CAPACITY ^a			
	Paper Tray		Bypass Tray	
Plain paper				
Letter (8.5 x 11 inch)	YES	550	YES	100
Folio (8.5 x 13 inch)	YES	550	YES	100
Legal (8.5 x 14 inch)	YES	550	YES	100
Executive (7.25 x 10.5 inch)	NO	0	YES	100
A4 (210 x 297 mm)	YES	550	YES	100
B5 (182 x 257 mm)	NO	0	YES	100
A5 (148 x 210 mm)	NO	0	YES	100
Envelopes				
No. 10 (8.5 x 14 inch)	NO	0	YES	10
C5 (6.38 x 9.37 inch)	NO	0	YES	10
DL (110 x 220 mm)	NO	0	YES	10
Monarch (3.87 x 7.5 inch)	NO	0	YES	10
B5 (176 x 250 mm)	NO	0	YES	10
Labels^b				
Letter (8.5 x 11 inch)	NO	0	YES	10
A4 (210 x 297 mm)	NO	0	YES	10
Transparency films^b				
Letter (8.5 x 11 inch)	NO	0	YES	30
A4 (210 x 297 mm)	NO	0	YES	30
Card stocks^b				
A6 (105 x 148.5)	NO	0	YES	10
Post Card (4 x 6 inch)	NO	0	YES	10
Hagaki (5.83 x 8.27 inch)	NO	0	YES	10

- ① a. Depending on paper thickness, maximum capacity may be reduced.
 b. Feed one sheet at a time through the Bypass Tray if jams occur.

Media Guidelines

When selecting or loading paper, envelopes, or other special media please adhere to these guidelines:

- Attempting to print on damp, curled, wrinkled, or torn paper can cause paper jams and poor print quality.
- Use only high quality copier grade paper. Avoid paper with embossed lettering, perforations, or texture that is too smooth or too rough.
- Store paper in its ream wrapper until ready to use. Place cartons on pallets or shelves, not on the floor. Do not place heavy objects on top of the paper, whether it is packaged or unpackaged. Keep it away from moisture, or other conditions that can cause it to wrinkle or curl.
- During storage, moisture-proof wrap (any plastic container or bag) should be used to prevent dust and moisture from contaminating your paper.
- Always use paper and other media that conform with the specifications detailed in “*General Specifications*” on page 12-6.
- Use only well-constructed envelopes with sharp, well creased folds:
 - DO NOT use envelopes with clasps and snaps.
 - DO NOT use envelopes with windows, coated lining, self-adhesive seals, or other synthetic materials.
 - DO NOT use damaged or poorly made envelopes.
- It is recommended that you feed special paper types one sheet at a time.
- Only use the special media recommended for use in laser printers.
- To prevent special media such as transparencies and label sheets from sticking together, remove them from the exit tray as they are printed.
- Place transparencies on a flat surface after removing them from the machine.
- Do not leave the film in the paper tray for long periods of time. Dust and dirt may accumulate on them resulting in spotty printing.
- To avoid smudging caused by fingerprints, handle transparencies and coated paper carefully.
- To avoid fading, do not expose the printed transparencies to prolonged sunlight.
- Store unused media at temperatures between 59°F and 86°F (15°C to 30°C). The relative humidity should be between 10% and 70%.
- Do not load more than 10 sheets of special media into the *Bypass Tray* at a time.

- Verify that your labels' adhesive material can tolerate fusing temperature of 200°C (392°F) for 0.1 second.
- Ensure that there is no exposed adhesive material between labels. Exposed areas can cause labels to peel off during printing, which can cause paper jams. Exposed adhesive can also cause damage to machine components.
- Do not feed a sheet of labels through the machine more than once. The adhesive backing is designed for one pass through the machine.
- Do not use labels that are separating from the backing sheet or are wrinkled, bubbled, or otherwise damaged.

5 E-mail

The *E-mail* function is available as standard on the *Xerox WorkCentre M20i* and as an option on the *Xerox WorkCentre M20*.

- Sending an E-mail 5-2
- Basic E-mail Features 5-7
- Special E-mail Features 5-9
- Using the Global Address Book 5-13

Sending an E-mail

The *E-mail* function allows you to send your documents as an *E-mail* message without going to a PC. The document is sent to the recipient's *E-mail* box as an attachment.

The document you want to send is scanned and then attached to the *E-mail* as an image file. You can enter *E-mail* addresses by using the *Alphabet Keyboard* on the front of your machine, or by retrieving them from the local address book using the *Address Book* key.



To use this function, the network and *E-mail* settings must be configured. A *System Administration Guide* is provided with setup instructions for the *E-mail*. For more information contact your *System Administrator*.

1

Document Feeder:

- Remove all staples and paper clips prior to loading.
- Adjust the sliding document guides to the size required.
- Insert the originals neatly into the *Document Feeder*, face up.

The first page should be on top with the headings towards the back or left of the machine.

- Align the stack with the left and rear edges of the tray. Adjust the guides to just touch the edges of the originals.



① Up to 50 sheets of 80 g/m² (20lb bond) paper can be loaded. Weight ranges from 45 - 105 g/m² (12.5 - 28lb). Sizes range from B5 to Legal (7" x 10" to 8.5" x 14"). Refer to "Scanner and Copier Specifications" on page 12-5 for full *Document Feeder* specifications.

Document Glass:

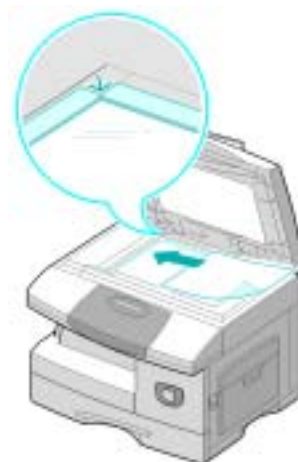
- When using the Document Glass, ensure there are no documents in the Document Feeder.

Leaving the Document Feeder open while scanning will affect the image quality.

- Raise the Document Feeder and position the original face down on the Document Glass.

Align with the registration arrow in the rear left corner.

- Lower the Document Feeder.



2

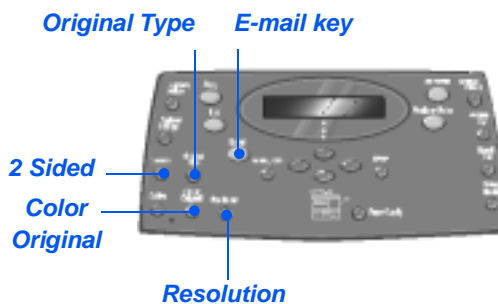
Select the E-Mail Key and Features

- Only those features relevant to the machine configuration will be available.

- Press the [E-mail] key on the Control Panel.
- Press the E-mail feature key required on the Control Panel.
- Basic features available for E-mail jobs are 2 Sided, Original Type, Color Original and Resolution.



For information about all the available E-mail features, refer to "Basic E-mail Features" on page 5-7, and "Special E-mail Features" on page 5-9.



- Using the Navigation Keys, select the setting required for the feature and press [Enter].

3 Enter the Sender's Name

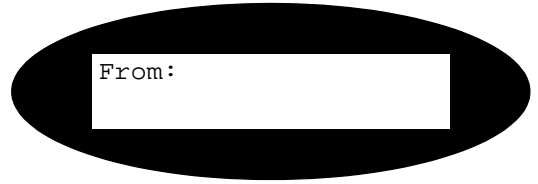
- The E-mail screen displays *From* or *My Login Name*, depending on the authentication setting.

Enter the sender's name using the *Alphabet Keyboard*, and then press the [Enter] key.

- If authentication has been set-up, enter your *Login Name* and *Password*.



For information about authentication setup, contact your System Administrator.



4

- The *Global Address Book* displays addresses retrieved from the system server. For more information about the *Global Address Book*, refer to "Using the *Global Address Book*" on page 5-13.

You can also access the local Address book by pressing the [Address Book] key. Select [Local] and press [Enter].

Enter the Recipient's E-mail Address

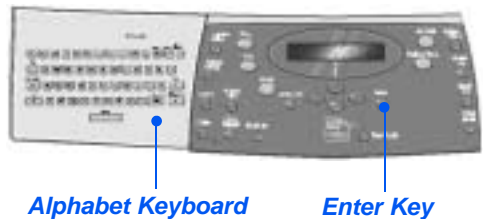
- The *To* screen displays. Enter the recipient's *E-mail* address and then press the [Enter] key.

You can directly enter an *E-mail* address using the *Alphabet Keyboard*. You can include numbers in the *E-mail* address by using the *Numeric Keypad*.

- If you have chosen to use a *Local* or *Global Address Book*, type in the beginning of the *E-mail* address and press [Enter].

The closest matching addresses stored in the *Address Book* display.

- Use the *Navigation Keys* to select the required address and press [Enter].



Alphabet Keyboard

Enter Key


5 Entering Multiple Recipients

After entering the first recipient, *Another Address?* displays.

- Select [Add] to add another address or [Done] to continue.

The maximum number of addresses you can enter is 10.

- Press [Enter].
- Repeat the procedure until all addresses have been entered.

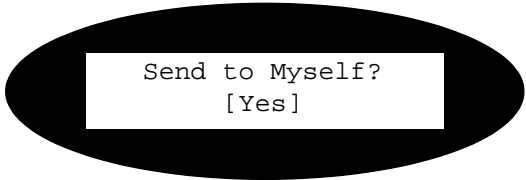


Another Address?
[Done]

6 Send to Myself

Send to Myself? displays.

- Select [Yes] to send a copy of the E-mail to your own mail account.
- Select [No] if a copy is not required.
- Press [Enter].

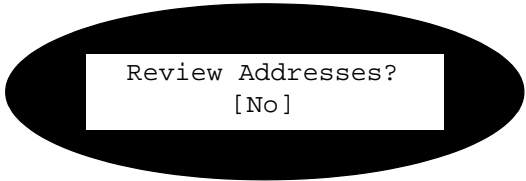


Send to Myself?
[Yes]

7 Review Addresses

Review Addresses? displays.

- Select [Yes] to review the addresses you have entered, and if necessary make changes.
- If a review is not required, select [No].
- Press [Enter].

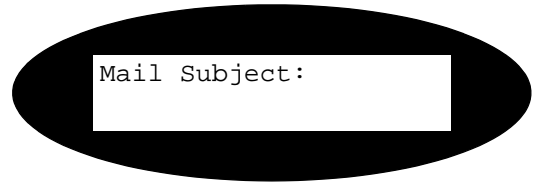


Review Addresses?
[No]

8 Enter a Mail Subject

Mail Subject displays.

- Enter a subject for the mailnote using the *Alphabet Keyboard*.
- Press [Enter].



9 Select a File Type

Select File Type displays. Use this option to select the type of file you want to send.

- Select [PDF] for Portable document Format, or [TIFF] for Tagged Image Format.
- Press [Enter].



10 Press Start

- Press [Start] to send the E-mail.
- If the display shows [Scan Another?], load the next original on the *Document Glass* and using the *Navigation Keys* select [Yes]. Then press [Enter].

Continue the procedure until all the originals have been scanned.

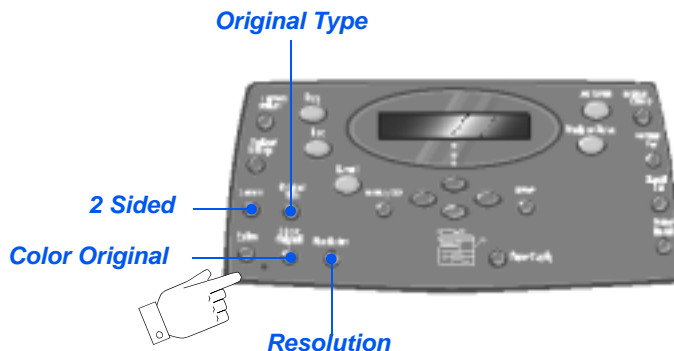
- Select [No] when all the originals have been scanned, and press [Enter].

The E-mail is sent.



Basic E-mail Features

There are four basic *E-mail* features available. These features can be selected using the feature keys located on the *Control Panel*.



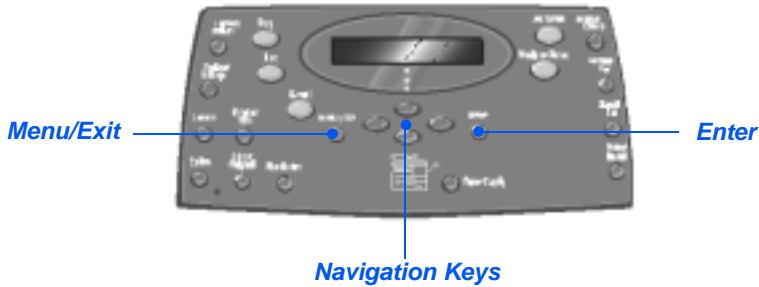
Feature Description

FEATURE	OPTIONS		INSTRUCTIONS
2 Sided <ul style="list-style-type: none"> Select if your originals are 2 Sided. 	Yes	Select if your original is 2 Sided.	<ul style="list-style-type: none"> Press [E-mail]. Press [2 Sided]. Use the <i>Navigation Keys</i> to select the option required and press [Enter] to save the selection.
	No	Select if your original is 1-Sided.	
Original Type <ul style="list-style-type: none"> Use to select the type of document being scanned. 	Text	Use for documents containing mostly text.	<ul style="list-style-type: none"> Press [E-mail]. Press [Original Type]. Use the <i>Navigation Keys</i> to select the option required and press [Enter].
	Mixed	Use for documents with mixed text and graphics.	
	Photo	Use for photographs.	
Color Original <ul style="list-style-type: none"> Use to scan and send a color original. 	On	Use to scan a color original and send to the recipient. <ul style="list-style-type: none"> The remote recipient must have the capability to receive a color e-mail. 	<ul style="list-style-type: none"> Press [E-mail]. Press [Color Original]. Use the <i>Navigation Keys</i> to select [On] and press [Enter].

Resolution <ul style="list-style-type: none"> • Use to increase sharpness and clarity. 	100 dpi	Scans using a resolution of 100 x 100 dots per inch (dpi). Produces a lower quality image which can be processed quickly.	<ul style="list-style-type: none"> ➤ Press [E-mail]. ➤ Press [Resolution]. ➤ Use the <i>Navigation Keys</i> to select the option required and press [Enter].
	200 dpi	Scans using a resolution of 200 x 200 dots per inch (dpi). The default setting which produces a good quality image from most text originals.	
	300 dpi	Scans using a resolution of 300 x 300 dots per inch (dpi). Use this setting to produce a higher quality image if more definition is required.	
	400 dpi	Scans using a resolution of 400 x 400 dots per inch (dpi). Produces high quality output ideal for graphics and photos. May take longer to process.	

Special E-mail Features


The special *E-mail* features available can be accessed by pressing the *Menu/Exit* key and then selecting *E-mail Features* on the display.



Feature Description

FEATURE	OPTIONS		TO SELECT
<p>Group Mail</p> <ul style="list-style-type: none"> You can store several E-mail addresses in a specific Group. 	<p>New</p>	<p>Use to create a new Group.</p>	<ul style="list-style-type: none"> ➤ Press [Menu/Exit]. Select [E-mail Features] and press [Enter]. ➤ Select [Group Mail] and press [Enter]. ➤ Select [New] and press [Enter]. ➤ Enter a <i>Group Name</i> using the <i>Alphabet Keyboard</i> and press [Enter]. If a <i>Group Name</i> is not entered, a <i>Group Number</i> displays. ➤ Enter an E-mail address to be included in the <i>Group</i> using the <i>Alphabet Keyboard</i> and press [Enter]. You can include numbers in the e-mail address by using the <i>Numeric Keypad</i>. Press [Enter]. ➤ When the display shows [Another Address?], select [Add] and press [Enter]. ➤ Continue to add addresses until all the recipients have been added to the <i>Group</i>, and select [Done] and press [Enter].

	Edit	Use to edit an existing Group.	<ul style="list-style-type: none"> ➤ Press [Menu/Exit]. Select [E-mail Features] and press [Enter].
	Delete	Use to delete an existing Group.	<ul style="list-style-type: none"> ➤ Select [Group Mail] and press [Enter]. ➤ Select [Edit] or [Delete] and press [Enter]. ➤ Enter a <i>Group Number</i> or <i>Name</i> and press [Enter]. ➤ If editing, change the <i>Group Name</i>, <i>Add</i> or <i>Delete</i> addresses, and change the <i>File Type</i> as required. Press [Enter]. ➤ If deleting, a confirmation window appears. Select [Yes] and press [Enter].
	Send	Use to send E-mails to a Group.	<ul style="list-style-type: none"> ➤ Load the originals and press the [E-mail] key. ➤ Press [Menu/Exit]. Select [E-mail Features] and press [Enter]. ➤ Select [Group Mail] and press [Enter]. ➤ Select [Send] and press [Enter]. ➤ Enter the Group Number and press [Enter]. ➤ Enter the Sender's name and select other features as required. ➤ Press [Start] to activate the job.

Local Address Book <ul style="list-style-type: none"> You can store frequently used E-mail addresses in the machine's memory, in the Local Address Book. 	New	Use to add entries to the Local Address book.	<ul style="list-style-type: none"> ➤ Press [Menu/Exit]. Select [E-mail Features] and press [Enter].
	Edit	Use to edit entries contained in the Local Address book.	<ul style="list-style-type: none"> ➤ Select [Local Address Book] and press [Enter]. ➤ Select [New], [Edit] or [Delete] and press [Enter].
	Delete	Use to delete entries from the Local Address Book.	<ul style="list-style-type: none"> ➤ For new entries, enter the name using the <i>Alphabet Keyboard</i> and press [Enter]. Then enter the E-mail address and press [Enter] ➤ To edit or delete an entry, scroll to the required e-mail address and press [Enter]. <hr/> <p> If the selected address is one of the authorized users registered by the system administrator or an address from Group mail, "Entry Not Editable" displays.</p> <hr/> <ul style="list-style-type: none"> ➤ To add, edit or delete another e-mail address, repeat the procedure.
	Send	Use to send to E-mail addresses stored in the Local Address book.	<ul style="list-style-type: none"> ➤ Load the originals and press the [E-mail] key. ➤ Press [Menu/Exit]. Select [E-mail Features] and press [Enter]. ➤ Select [Local Address Book] and press [Enter]. ➤ Select [Send] and press [Enter]. ➤ Type the first few letters of the E-mail address required and press [Enter]. The closest matches display. Select the required address using the <i>Navigation Keys</i> and press [Enter]. ➤ Select another address if required. [Press Enter]. ➤ Enter the Sender's name and select other features as required. ➤ Press [Start] to activate the job.

Print Address Book <ul style="list-style-type: none"> • Use this feature to print a list of individual, group or all E-mails stored in the Local Address book. 	Individual Address	Use to print a list of individual E-mail addresses.	<ul style="list-style-type: none"> ➤ Press [Menu/Exit]. ➤ Using the <i>Navigation Keys</i> select [E-mail Features] and press [Enter]. ➤ Select [Print Address Book] and press [Enter]. ➤ Select the required option and press [Enter]. The selected list prints.
	Group Address	Use to print a list of the E-mail Groups.	
	All	Use to print both the Individual and Group E-mail address lists.	

Using the Global Address Book

The *Global Address Book* has to be set up to retrieve E-mail address from a LDAP. The *Global Address Book* works in a similar way to the *Local Address Book*, except you cannot add, edit or delete users.

- **1** Load the originals and press the [E-mail] key.
- **2** To access the *Global Address Book* press the [Address Book] key and select [Global].
- **3** Begin to enter the E-mail address in the *To:* field.
 - when a few characters have been entered, press [Enter]. The machine will search for E-mail addresses on the LDAP server which match the characters entered.

If you have not entered enough characters, a message displays requesting more characters.

A list of E-mail addresses which match the characters entered displays.

 - Using the *Navigation Keys*, scroll through the list of addresses and find the correct address. Then press [Enter].
- **4** Use [Add] to enter another address if required, the maximum number of addresses you can enter is 10.
 - After entering all the addresses, select [Done] and press [Enter].
- **5** Enter the Sender's name and select other features as required.
 - Press [Start] to activate the job.

6 Fax

The *Fax* function is available as standard on the *Xerox WorkCentre M20i*.

- Faxing Procedure 6-2
- Dialing Methods 6-6
- Basic Fax Features 6-8
- Special Fax Features 6-10
- Mailbox 6-14
- Fax Setup Options 6-19

Faxing Procedure

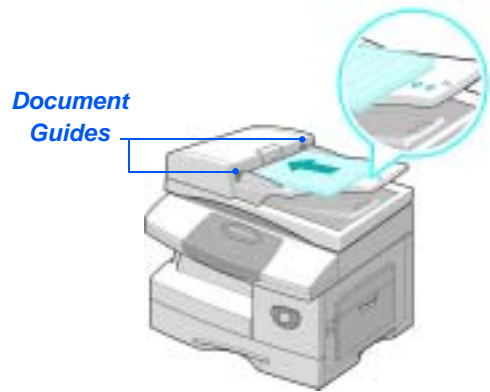
1 Load the Originals

Document Feeder:

- Remove all staples and paper clips prior to loading.
- Adjust the sliding document guides to the size required.
- Insert the originals neatly into the *Document Feeder*, face up.

The first page should be on top with the headings towards the back or left of the machine.

- Align the stack with the left and rear edges of the tray. Adjust the guides to just touch the edges of the originals.



-
- ① Up to 50 sheets of 80 g/m² (20lb bond) paper can be loaded. Weight ranges from 45 - 105 g/m² (12.5 - 28lb). Sizes range from B5 to Legal (7" x 10" to 8.5" x 14"). Refer to "Scanner and Copier Specifications" on page 12-5 for full Document Feeder specifications.
-

Document Glass:

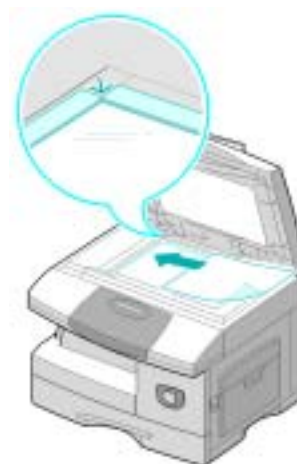
- Ensure no documents are loaded in the Document Feeder when using the Document Glass.

Leaving the Document Feeder open while scanning will affect the image quality and toner consumption.

- Raise the Document Feeder and position the original face down on the Document Glass.

Align with the registration arrow in the rear left corner.

- Lower the Document Feeder.



- On completion of the job, ensure the Document Feeder is closed.

2

Select the Fax key

- Press the [Fax] key to activate Fax mode.

The Fax key remains illuminated when selected.




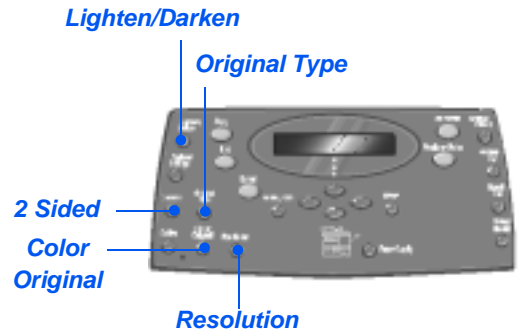
3 Select the Fax Features

- For more information about the available Fax features, refer to “Basic Fax Features” on page 6-8, and “Special Fax Features” on page 6-10.

- Press the Fax feature key required on the Control Panel.

Basic features available for Fax jobs are *Lighten/Darken*, *2 Sided*, *Original Type*, *Color Original* and *Resolution*.

 For information about all the available Fax features, refer to “Basic Fax Features” on page 6-8, and “Special Fax Features” on page 6-10.



- Using the *Navigation Keys*, select the setting required for the feature and press [Enter].

4 Enter the Fax Number

- There are several methods available for entering the remote fax number, for more information refer to “Dialing Methods” on page 6-6.

- Use the *Numeric Keypad* to enter the telephone number of the remote fax machine.
- If an incorrect number is entered, use the *Navigation Keys* to select the incorrect number and then press the correct number.

Pressing the [Clear/Clear All] key will delete the entire fax number entered.



5 Press Start

- Press [Start] to begin the *Fax* job.
- If the display shows [Scan Another?] and another original requires scanning, load the next original and select [Yes]. Press [Enter].

Continue the procedure until all the originals have been scanned.

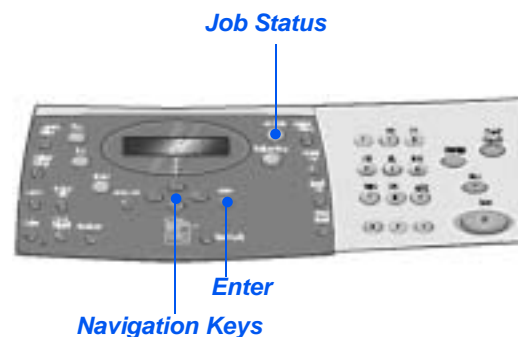
- Select [No] when all the originals have been scanned, and press [Enter].

The *Fax* is scanned and sent.



6 Job Status

- To view the status of a job, press the [Job Status] key.
- A list of current jobs and the job details displays.
- To add a page to a job, select the required job using the *Navigation Keys* and press [Enter]. Load the original and select [Add Page?] and press [Enter].
- To delete a job, select the required job and press [Enter]. Select [Cancel Job?] and press [Enter]. A confirmation message displays, select [1:Yes] and press [Enter].
- Press [Menu/Exit] to exit *Job Status*.



Fax Dialing Methods

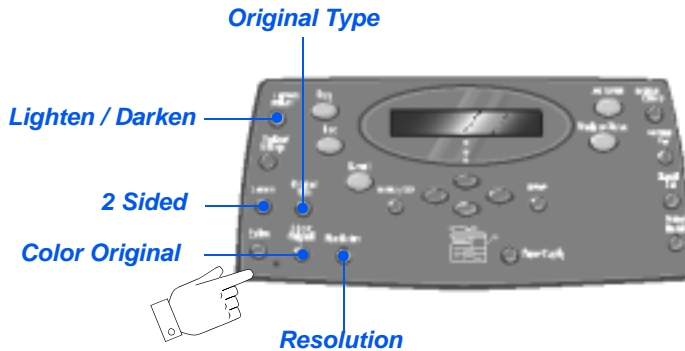
There are several methods which can be used to enter a fax number or a group of fax number. The following table identifies and explains all the dialing methods available.

DIALING METHOD	INSTRUCTIONS
<p>Keypad Dialing</p> <ul style="list-style-type: none"> • <i>Use when entering the remote fax number using the Numeric Keypad.</i> 	<ul style="list-style-type: none"> ➤ Load the originals and select the [Fax] key. ➤ Use the <i>Numeric Keypad</i> to enter the telephone number of the remote fax machine. ➤ Press [Start] to send the fax.
<p>Speed Dialing</p> <ul style="list-style-type: none"> • <i>Use to access a fax number which has previously been stored in the machine's memory.</i> 	<ul style="list-style-type: none"> ➤ Load the originals and select the [Fax] key. ➤ Program the features required for the job. ➤ Press [Speed Dial] and enter the <i>Speed Dial</i> number (1-200). The name appears and the original is scanned into memory ready for sending. ➤ If the original is loaded on the <i>Document Glass</i>, the display asks if you want to send another page. Select [Yes] to add more originals, or [No] to begin transmission. Press [Enter]. The fax number stored in the speed dial location will be dialed automatically and the fax is sent.
<p>Group Dialing</p> <ul style="list-style-type: none"> • <i>Use to access a group of numbers which have previously been stored in the machine's memory.</i> 	<ul style="list-style-type: none"> ➤ Load the originals and select the [Fax] key. ➤ Program the features required for the job. ➤ Press [Group Dial] and enter the <i>Group Dial</i> number (1-200). ➤ When the required number displays, press [Enter]. The original is scanned into memory. ➤ If the original is loaded on the <i>Document Glass</i>, the display asks if you want to send another page. Select [Yes] to add more originals, or [No] to begin transmission. Press [Enter]. The machine automatically sends the fax to each of the numbers in the <i>Group</i>.

<p>Manual group dialing</p> <ul style="list-style-type: none"> ● <i>Use to manually program a broadcast send to multiple destinations.</i> 	<ul style="list-style-type: none"> ➤ Load the originals and select [Fax]. ➤ Press [Manual Group]. The display requests a destination fax number. ➤ Enter the first fax number and press [Enter]. ➤ 'Another No.?' displays. Select [Yes] to add another number and press [Enter]. ➤ Repeat the procedure until all numbers have been entered. Then select [No] and press [Enter]. The originals are scanned and faxed to the destinations entered.
<p>Manual Dialing</p> <ul style="list-style-type: none"> ● <i>Use to dial the fax number with the telephone line open.</i> 	<ul style="list-style-type: none"> ➤ Load the originals and select [Fax]. ➤ Press [Manual Dial]. The dial tone is audible and the LCD displays 'Phone'. ➤ Dial the fax number. When the fax tone is heard, press [Start] to begin faxing.
<p>Redial</p> <ul style="list-style-type: none"> ● <i>Numbers which have already been entered recently can be quickly accessed using the Redial function.</i> 	<ul style="list-style-type: none"> ➤ Load the originals and select [Fax]. ➤ Press [Pause/Redial]. The last number is automatically dialed and the originals are scanned and faxed. <hr/> <ul style="list-style-type: none"> ➤ Load the originals and select [Fax]. ➤ Press [Pause/Redial] for approximately 2 seconds. The <i>Redial Memory</i> in the machine retains the last 10 numbers dialed. ➤ Using the <i>Navigation Keys</i>, select the number required and press [Enter]. ➤ Press [Start] to dial the number. The fax is automatically scanned and sent.

Fax Basic Fax Features

There are five basic *Fax* features available. These features can be selected using the feature keys located on the *Control Panel*.



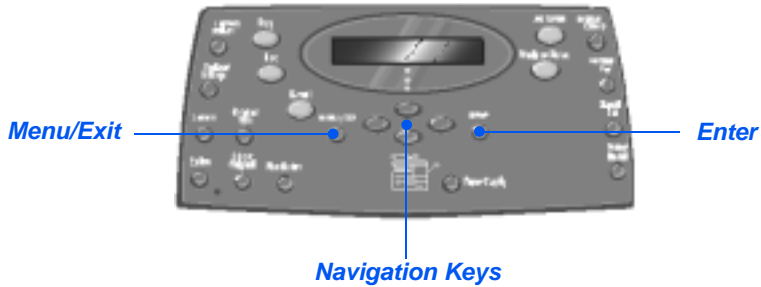
Feature Description

FEATURE	OPTIONS		INSTRUCTIONS
Lighten/Darken <ul style="list-style-type: none"> Use to adjust the contrast for a document containing faint or dark images. 	5 Contrast Settings		<ul style="list-style-type: none"> Press [Fax]. Press [Lighten/Darken]. Using the <i>Navigation Keys</i> select a contrast setting. <p>Each time the key is pressed the selection block on the display moves to the left or right. As the selection block moves to the right the contrast becomes darker.</p> <ul style="list-style-type: none"> Press [Enter] to save the selection.
2 Sided <ul style="list-style-type: none"> Select if your originals are 2 Sided. 	Yes	Select if your original is 2 Sided.	<ul style="list-style-type: none"> Press [Fax]. Press [2 Sided]. Using the <i>Navigation Keys</i>, select the option required and press [Enter].
	No	Select if your original is 1-Sided.	

Original Type <ul style="list-style-type: none"> Use to select the type of document being scanned. 	Text	Use for documents containing mostly text.	<ul style="list-style-type: none"> Press [Fax]. Press [Original Type]. Using the <i>Navigation Keys</i>, select the option required and press [Enter].
	Mixed	Use for documents with mixed text and graphics.	
	Photo	Use for photographs.	
Color Original <ul style="list-style-type: none"> Use to scan and send a color original. 	On	Use to scan a color original and send to the remote fax. <ul style="list-style-type: none"> The remote fax must have the capability to receive a color fax to use this feature. 	<ul style="list-style-type: none"> Press [Fax]. Press [Color Original]. Using the <i>Navigation Keys</i>, select the [On] and press [Enter].
Resolution <ul style="list-style-type: none"> Use to increase sharpness and clarity. 	Standard	Use for documents with normal sized characters.	<ul style="list-style-type: none"> Press [Fax]. Press [Resolution]. Using the <i>Navigation Keys</i>, select the option required and press [Enter].
	Fine	Use for documents containing small characters or thin lines. Also used when sending a color fax.	
	Super Fine	Use for documents containing extremely fine detail. This is available only if the remote machine also supports <i>Super Fine</i> resolution.	

Fax Special Fax Features

The special *Fax* features available can be accessed by pressing the *Menu/Exit* key and then selecting *Fax Features* on the display.



Feature Description

FEATURE	OPTIONS		INSTRUCTIONS
Toll Save <ul style="list-style-type: none"> ● Use to set a low rate period for sending faxes. 	Off	Use to de-activate the feature.	<ul style="list-style-type: none"> ➤ Press [Menu/Exit]. ➤ Using the <i>Navigation keys</i> select [Fax Features] and press [Enter]. ➤ Select [Toll Save] and press [Enter]. ➤ Select [On] and press [Enter]. ➤ Select [Start Time] and enter a date and time to start the <i>Toll Save</i> period. Press [Enter]. ➤ Select [End Time] and enter a date and time to end the <i>Toll Save</i> period. Press [Enter].
	On	Use to enable the feature.	

<p>Memory Fax</p> <ul style="list-style-type: none"> • Use to send a fax from memory. 	<p>No.</p>	<p>Used to enter the fax phone number for the remote machine.</p>	<ul style="list-style-type: none"> ➤ Press [Menu/Exit]. ➤ Using the <i>Navigation Keys</i> select [Fax Features] and press [Enter]. ➤ Select [Memory Fax] and press [Enter]. ➤ Enter the fax number for the remote machine. Press [Enter]. ➤ <i>Another No?</i> displays, if required enter another number and press [Enter]. ➤ When all the numbers have been entered the originals are scanned and stored in memory. The fax is then sent from memory.
<p>Delay Fax</p> <ul style="list-style-type: none"> • Use to set a specific time for sending your fax. 	<p>-</p>		<ul style="list-style-type: none"> ➤ Press [Menu/Exit]. ➤ Using the <i>Navigation Keys</i> select [Fax Features] and press [Enter]. ➤ Select [Delay Fax] and press [Enter]. ➤ Enter the fax number using the <i>Numeric Keypad</i> or <i>Speed Dial</i>, and press [Enter]. Enter another number if required. When all numbers have been entered select [No] and press [Enter]. ➤ Enter a name for the job and press [Enter]. ➤ The displays shows the current time, enter a time for the delay fax and press [Enter]. <p>If you set a time earlier than the current time, the job will be sent at that time the following day.</p> <p>The originals are scanned into memory ready for sending.</p>

<p>Priority Fax</p> <ul style="list-style-type: none"> • Use this option to send your fax ahead of reserved operations. 			<ul style="list-style-type: none"> ➤ Press [Menu/Exit]. ➤ Using the <i>Navigation Keys</i> select [Fax Features] and press [Enter]. ➤ Select [Priority Fax] and press [Enter]. ➤ Enter the fax number using the <i>Numeric Keypad</i> or <i>Speed Dial</i>, and press [Enter]. Enter another number if required. When all numbers have been entered select [No] and press [Enter]. ➤ Enter a name for the job and press [Enter]. <p>The originals are scanned into memory ready for sending.</p>
<p>Polling</p> <ul style="list-style-type: none"> • Polling is used to retrieve documents from remote fax machines. Remote fax machines can also poll your machine. 	<p>TX Poll</p>	<p>Use to store a document on the machine ready to be polled by a remote fax machine.</p>	<ul style="list-style-type: none"> ➤ Press [Menu/Exit]. ➤ Using the <i>Navigation Keys</i> select [Fax Features] and press [Enter]. ➤ Select [Polling] and press [Enter]. ➤ Select [TX Poll] and press [Enter]. ➤ Enter a 4 digit <i>Poll Code</i> and press [Enter]. ➤ To store the originals in the <i>Bulletin Board</i> select [On]. If the <i>Bulletin Board</i> is not required, select [Off]. ➤ Press [Start]. The originals are scanned into memory ready to be polled.

	Delay RX Poll	Use to retrieve a document from a remote fax machine at a specified time.	<ul style="list-style-type: none"> ➤ Press [Menu/Exit]. ➤ Using the <i>Navigation Keys</i> select [Fax Features] and press [Enter]. ➤ Select [Polling] and press [Enter]. ➤ Select [Delay RX Poll] and press [Enter]. ➤ Enter the fax number using the <i>Numeric Keypad</i> or <i>Speed Dial</i>, and press [Enter]. ➤ The display shows the current time, enter a start time for the remote fax machine to be polled. Press [Enter] when the correct time displays. If you set a time earlier than the current time, the job will be sent at that time the following day. ➤ Enter a 4 digit <i>Poll Code</i> and press [Enter]. The machine will poll the remote machine at the specified time.
Batch TX <ul style="list-style-type: none"> ● Use to send faxes that are going to the same location, in one batch. 	On	Activates the Batch TX feature.	<ul style="list-style-type: none"> ➤ Press [Menu/Exit]. ➤ Using the <i>Navigation Keys</i> select [Fax Features] and press [Enter].
	Off	Deactivates the Batch TX feature.	<ul style="list-style-type: none"> ➤ Use the <i>Navigation Keys</i> to select [Batch TX] and press [Enter]. ➤ Select [On] and press [Enter]. Enter a <i>Batch Interval</i> between 0 - 99 and press [Enter].

Mailbox

This feature allows you to store a document in a mailbox, delete a document from a mailbox, print a document from a mailbox and to poll a mailbox. Mailboxes are setup by the System Administrator.



Instructions for setting up Mailboxes are located in the System Administration Guide provided with your Xerox WorkCentre M20i.

Storing Documents in a Mailbox

1

- Load the originals you want to store in the mailbox.
- Press the [Menu/Exit] key.



Menu/Exit

Enter

2

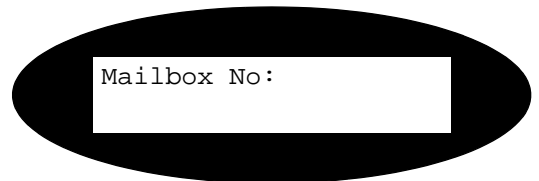
- Using the *Navigation Keys* select [Mailbox] and press [Enter].
- Select [Store] and press [Enter].



3

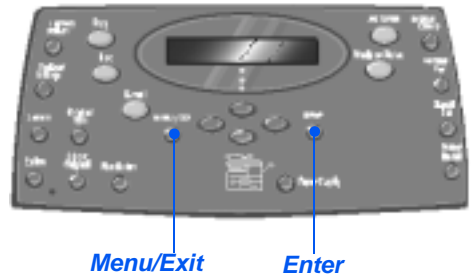
- Enter the box number for the mailbox and press [Enter].

The originals are scanned and stored in the mailbox. The display shows the number of pages stored.



Printing Mailbox Contents

- 1**
 - Press the [Menu/Exit] key.
 - Using the *Navigation Keys* select [Mailbox] and press [Enter].

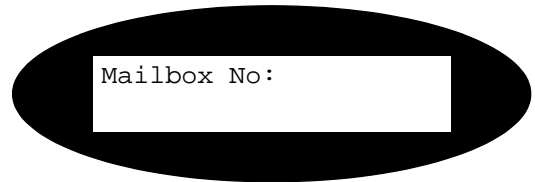


- 2**
 - Select [Print] and press [Enter]



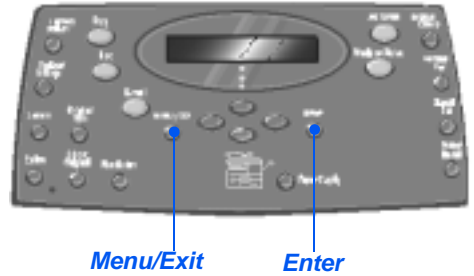
- 3**
 - Enter the box number for the mailbox and press [Enter].
 - Enter the passcode for the mailbox and press [Enter].

The contents of the mailbox are printed and deleted.



Fax **Deleting Mailbox Contents**

- 1**
 - Press the [Menu/Exit] key.
 - Using the *Navigation Keys* select [Mailbox] and press [Enter].

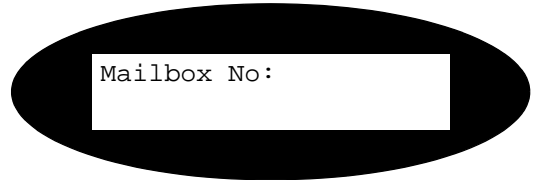


- 2**
 - Select [Delete] and press [Enter]



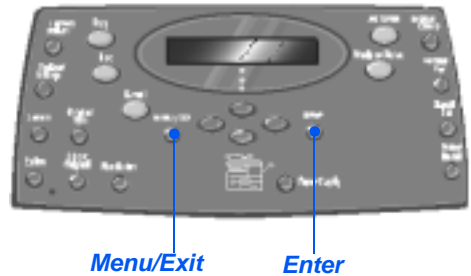
- 3**
 - Enter the box number for the mailbox and press [Enter].
 - Enter the passcode for the mailbox and press [Enter].

The contents of the mailbox are deleted.

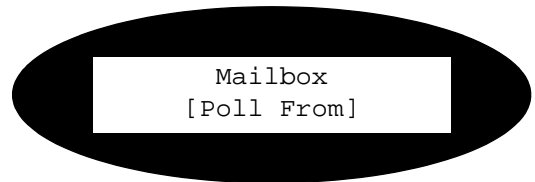


Polling from a Mailbox

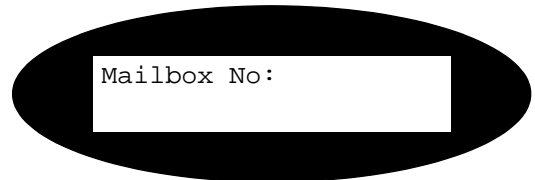
- 1**
 - Press the [Menu/Exit] key.
 - Using the *Navigation Keys* select [Mailbox] and press [Enter].



- 2**
 - Select [Poll From] and press [Enter]



- 3**
 - Enter the box number to be polled and press [Enter].
 - Enter the passcode for the mailbox and press [Enter].



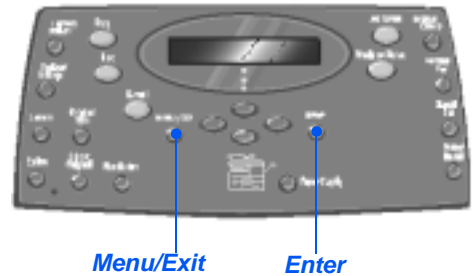
- 4**
 - Enter a remote fax number and press [Enter].
 - The display shows the current time. Enter a start time for the mailbox to be polled and press [Enter].

If you set a time earlier than the current time, the originals will be retrieved at that time the following day.

The mailbox will be polled at the specified time.

Sending to a Mailbox

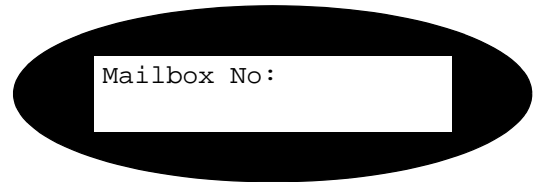
- 1
 - Press the [Menu/Exit] key.
 - Using the *Navigation Keys* select [Mailbox] and press [Enter].



- 2
 - Select [Send] and press [Enter]



- 3
 - Enter the box number for where the originals are to be sent, and press [Enter].
 - Enter the passcode for the mailbox and press [Enter].



- 4
 - Enter a remote fax number and press [Enter].
 - The display shows the current time. Enter a start time for the originals to be sent and press [Enter].

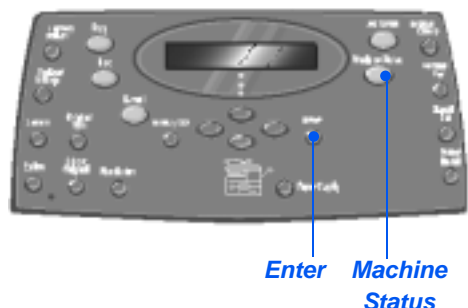
If you set a time earlier than the current time, the job will be sent at that time the following day.

The originals will be sent to the mailbox at the specified time.

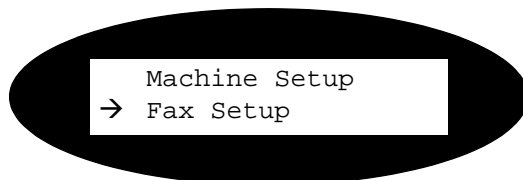
Fax Setup Options

Changing the Fax Setup Options

- 1 ➤ Press the [Machine Status] key.



- 2 ➤ Using the *Navigation Keys* select [Fax Setup] and press [Enter].



- 3 ➤ Using the *Navigation Keys* select the required setup option and press [Enter].
- Using the *"Fax Setup Options"* starting on page 6-20 customize the settings to meet your requirements.
- Press [Enter] to save your selections.



- 4 ➤ Press [Menu/Exit] to exit each menu level and return to standby mode.

Fax **Fax Setup Options**

The following table lists all the *Fax Setup* options available and provides a instructions for customizing each setting. Instructions for accessing the *Fax Setup* options are provided on page 6-19.

OPTION	SETTINGS	DESCRIPTION
Lighten/Darken	<i>5 Contrast Settings</i>	Use to set the default <i>Lighten/Darken</i> setting.
Resolution	<i>Standard</i>	Use to set the default resolution for fax jobs.
	<i>Fine</i>	
	<i>Super Fine</i>	
Receive Mode	<i>Tel</i>	Use to operate in manual mode. When a call is received pick up the external phone handset or press [Manual Dial]. If a fax tone can be heard, press [Start] and replace the handset.
	<i>Fax</i>	The machine answers the incoming call and immediately switches to fax receive mode.
	<i>Ans/Fax</i>	Use if attaching an answering machine to the machine. If the machine detects a fax tone, it switches to fax mode automatically.
Fax Duplex	<i>Off</i>	Use to de-activate Fax Duplex.
	<i>Long Edge</i>	Use to set fax jobs to print 2 sided, with the binding edge on the long edge.
	<i>Short Edge</i>	Use to set fax jobs to print 2 sided, with the binding edge on the short edge.

Speed Dials	New	<ul style="list-style-type: none"> ➤ Enter a speed dial number using the <i>Numeric Keypad</i> and then press [Enter]. <p>If a number is already stored in the location a message displays. Enter a different <i>Speed Dial</i> number.</p> <ul style="list-style-type: none"> ➤ Enter the fax number you want to store using the <i>Numeric Keypad</i> and press [Enter]. <p>To insert a pause press the [Pause/Redia] key and a 'P' appears on the display.</p> <ul style="list-style-type: none"> ➤ To assign a name, enter the required name using the <i>Numeric Keypad</i>. If you do not require a name leave empty and press [Enter]. <p>To store more <i>Speed Dial</i> numbers repeat the procedure.</p>
	Edit	<ul style="list-style-type: none"> ➤ If you want to delete a specific <i>Speed Dial</i> number from the group, press the [Speed Dial] key and enter the number. The display shows [Delete].
	Delete	<p>To add a new number, press the [Speed Dial] key and enter the number, the display shows [Add].</p> <ul style="list-style-type: none"> ➤ Press [Enter]. Repeat the procedure until all the editing has been completed. ➤ Press the [Menu/Exit] key when you have finished editing. The name appears in the upper line of the display. Change the name if required and press [Enter].

Group Dials	New	<ul style="list-style-type: none"> ➤ Enter a <i>Group</i> number between 1 and 200 using the <i>Numeric Keypad</i> and then press [Enter]. If a number is already stored in the location a message displays. ➤ The display asks you to enter a <i>Speed Dial</i> number to add to the <i>Group</i>. Enter the number and then press [Enter]. ➤ Continue entering <i>Speed Dial</i> numbers until all the group members have been added. Press the [Menu/Exit] key when you have finished entering numbers. ➤ To assign a name to the <i>Group</i>, enter the required name. If a name is not required. Press [Enter]. ➤ To assign another <i>Group</i>, repeat the procedure.
	Edit	<ul style="list-style-type: none"> ➤ If you want to delete a specific <i>Speed Dial</i> number from the <i>Group</i>, press the [Speed Dial] key. The display shows [Delete]. To add a new number, press the [Speed Dial] key, the display shows [Add]. ➤ Press [Enter]. Repeat the procedure until all the editing has been completed. ➤ Press the [Menu/Exit] key when you have finished editing. The name appears in the upper line of the display. Change the name if required and press [Enter].
	Delete	
MSG Confirm	On	Sets the machine to print a transmission report for every fax transmission.
	Off	De-activates printing a transmission report.
	On-Err	Sets the machine to print a transmission report only if an error has occurred.

Auto Reduction	On	Use to activate the machine performing an automatic reduction for over-sized fax jobs.
	Off	Use to de-activate the automatic reduction. Over-sized jobs are printed on two pages.
Prefix Dial	Up to 5 digits	The number entered will be added to the beginning of each fax sent.
Auto Report	On	Use to enable a report listing details about the previous 50 communication operations.
	Off	
ECM Mode	On	Use to switch on <i>ECM</i> for all transmissions. Transmission time may be increased when <i>ECM</i> is enabled.
	Off	Use to switch off <i>ECM</i> .
Redials	[0 - 13]	Use to set the number of redial attempts.
Ring to Answer	[1 - 7]	Use to set the number of rings before answering.
Redial Term	[1 - 15]	Use to set the number of minutes between redial attempts.
Ringer	Off	Use to set the ringer volume.
	Low	
	Med	
	High	
Junk Fax Setup	On	Use to restrict receipt of junk mail by only allowing faxes to be received from remote machines registered on your machine.
	Off	
Secure Receive	On	Use to set the default option for receiving secure faxes.
	Off	
	Print	
Fax Auto Tray	Tray 1	Selects the default paper tray for fax jobs.
	Tray 1 & Tray 2	
	All	

Dial Mode	<i>Tone</i>	Selects the default dial mode.
	<i>Pulse</i>	

7 Print

Direct Printing using a *USB* or *Parallel Port* connection is available as standard on the *Xerox WorkCentre M20* and as an option on the *Xerox WorkCentre M20i*. *Networked Printing* is available as standard on the *Xerox WorkCentre M20i* and is optional on the *Xerox WorkCentre M20*.

- [Printing a Document](#) 7-2
- [Printer Settings](#) 7-3
- [PCL Driver](#) 7-5
- [PostScript Driver](#) 7-12

Printing a Document

The *Xerox WorkCentre M20 and M20i* supports printing from these operating systems:

- Windows XP
- Windows 2000
- Windows NT V4.0
- Windows 95/98/Millennium Edition

Your *Workstation* and the *Xerox WorkCentre M20 or M20i* must be connected and configured for printing from these environments.

There are two printer drivers supplied, a PostScript driver and a PCL driver.



Instructions for loading drivers and connecting the machine via USB or Parallel port are provided in the Getting Started chapter. For network connections, refer to the System Administration Guide supplied with your Xerox WorkCentre M20i, or contact your System Administrator.

Prior to printing, ensure all relevant connections have been made, the machine is powered on and there is paper in the paper tray.

- 1** ➤ Start the program you are using to create the document and create or open the document requiring printing.
- 2** ➤ Select [Print] or [Print Setup] from the *File* menu.
Ensure that *Xerox WC M20 Series* is selected as your default printer.
- 3** ➤ Select [Properties] if you want to make any programming selections for your print job.
➤ Select [OK] to close the *Properties* dialog box.
- 4** ➤ Select [OK] to process and send the print job.
The job will automatically be printed on your machine.

Printer Settings

Most Windows software applications allow you to make changes to the printer settings. This includes settings that determine how a print job looks such as paper size, paper orientation, and margins.

Settings made in the application to create the document will usually override settings made in the printer driver.



*You do not need to use any of the control panel keys to use the machine as a printer. For example, if you want to adjust the printing contrast you select the settings in the printer driver, not the **Lighten/Darken** feature on the machine's control panel.*

Accessing Printer Settings

You can access printer settings by using either of these methods.

Windows 95/98/Me

- Select *File > Print > Properties* or *File > Print Setup* from within any Windows application.

OR

- Select *Xerox WC M20 Series* printer from the *Printers* folder, then select *File > Properties* (or select the printer icon in the *Printers* folder, and click the right mouse button).

Windows NT 4.0

- Select *File > Print > Properties* or *File > Print Setup* from within any Windows application.

OR

- Select *Xerox WC M20 Series* printer from the *Printers* folder, click the right mouse button, then select *Document Defaults* from the drop-down list.

Windows 2000

- Select *File > Print* from within any Windows application.

OR

- Select *Xerox WC M20 Series* printer from the *Printers* folder, click the right mouse button, then select *Properties* and *Printing Preferences* from the drop-down list.

Windows XP

- Select *File > Print > Properties* from within any Windows application.
- Select *Xerox WC M20 Series* printer from the *Printers and Faxes* folder, click the right mouse button, then select *Printing Preferences* from the drop-down list.

When the *Printer Properties* are displayed, the print job settings can be reviewed and changed. The *Properties* window consists of six tabs:

- Layout
- Paper
- Image Options
- Output Options
- Watermark
- About

If the *Printer Properties* are accessed through the *Printers* folder, additional Windows-based tabs are available.



For information on the Windows-based tabs, refer to documentation provided with Windows.

For detailed information about the printer settings available on each tab, please refer to the printer driver on-line *Help*.



If you access Printer Properties through the Printers folder, any settings made will become the default settings for the printer. Settings made when Printer Properties are accessed through an application File menu and Print or Print Setup will remain active until the application you are printing from is closed.

Layout Tab

Landscape

Use to print across the length of the page, spreadsheet style.

Portrait

Use to print across the width of the page, letter style.

Rotate 180 Degrees

Use to rotate the images 180 degrees.

Long Edge

Use this option when you require 2 sided output in a *Book* orientation.

Short Edge

Use this option when you require 2 sided output in a *Calendar* orientation.

More Layout Options

Provides access to additional layout features such as multiple pages per side, poster, booklet printing, fit to page and reduce/enlarge.



Favorites

Use this option to store your selections for a particular job. After making selections, enter a job title in the window and select [Save].

Help

Use to access the Help system which provides detailed information about all the Print Driver features.

OK

Use to accept the selections made and close the dialog.

Cancel

Closes the dialog and returns all settings to the values in place before the dialog was opened.

Apply

Saves all the selections made without closing the dialog.

Size
Use to select the size of paper required from the drop down menu.

Print Quantity
Use to select the number of prints required.

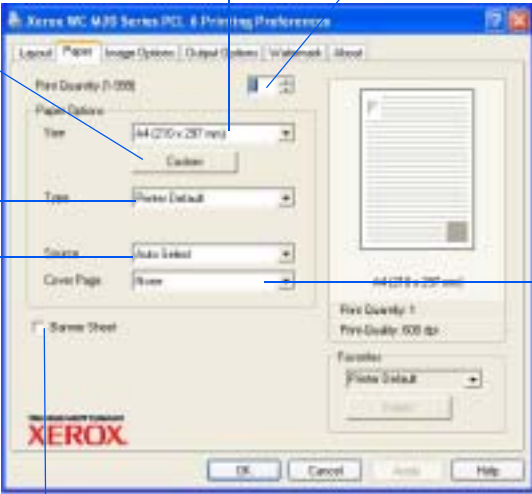
Custom
Use to enter a customized paper size.

Type
Use to select the type of paper required.

Source
Use to select the required paper source for the job.

Cover Page
Use to select the required paper source for a cover page.

Banner Page
Use to select whether a banner page is required.



Print Quality Mode

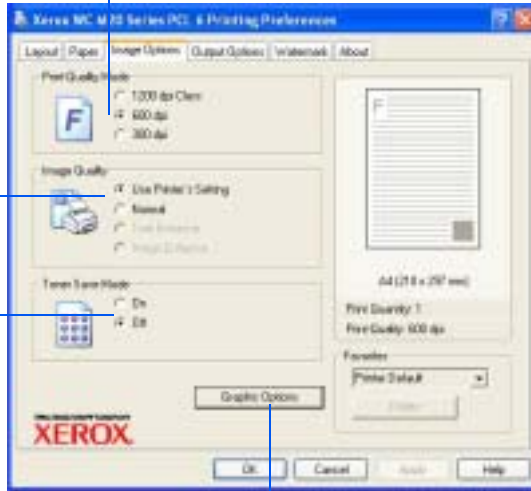
Use to select the print resolution. 1200 dpi produces the highest quality output, 300 dpi is the lowest.

Image Quality

Use to select the Image Quality setting to apply to the job. The options available depend on the resolution selected.

Toner Save Mode

Use to activate Toner Save mode. Produces a lower quality output and uses less toner.



Graphic Options

Provides access to additional options which allow you to select to print your output as graphics or bitmaps. You can also select to print all text in black.

Output Options Tab

Print Order

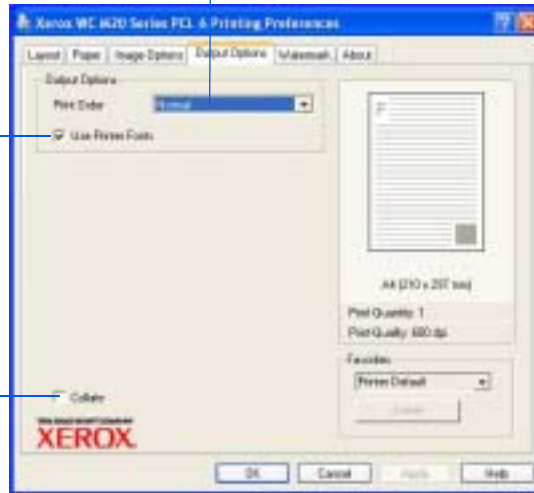
Use to select a sequence for your print job. Select whether to reverse all pages, print odd pages or print even pages.

Use Print Fonts

If this option is selected the fonts which are resident on the printer will be used for the job.

Collate

Select to produce collated output



Watermark Tab

Current Watermarks

Watermarks are background images which print on each page. They are useful for adding information such as Draft or Confidential, or the name of your company. Select the Watermark required from the list shown, or create a new Watermark.

Add, Update and Delete

Use these options to create new Watermarks, edit Watermarks or Delete a Watermark.

Watermark Message

Use this window to enter the text you would like to add as a Watermark.

First Page Only

Select this option if you want the Watermark to print on the first page only, and not the rest of the document.



Font Attributes

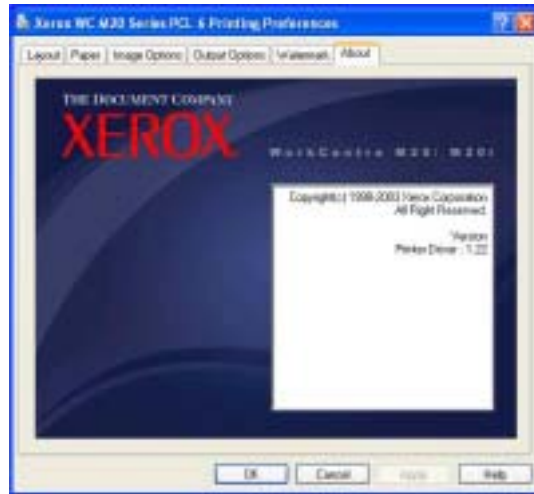
Select the font type, style, size and greyscale to use for your Watermark.

Message Angle

Select to print the Watermark horizontally, vertically or a specified angle.

About Tab

The About Tab provides information about the printer driver. It provides the program version number and copyright information relating to the printer driver. Clicking on this page will connect you to the Xerox website, provided you have access to the Internet



PostScript Driver

When the *Printer Properties* are displayed, the print job settings can be reviewed and changed. The *Properties* window consists of two tabs:

- Layout
- Paper/Quality

If the *Printer Properties* are accessed through the *Printers* folder, additional Windows-based tabs are available.



For information on the Windows-based tabs, refer to documentation provided with Windows.

For details on the printer settings available on each tab, please refer to the printer driver online *Help*.



If you access Printer Properties through the Printers folder, any settings made will become the default settings for the printer. Settings made when Printer Properties are accessed through an application File menu and Print or Print Setup will remain active until the application you are printing from is closed.

Landscape

Use to print across the length of the page, spreadsheet style.

Portrait

Use to print across the width of the page, letter style.

Rotated Landscape

Use if the image requires rotating to landscape format.

Flip on Long Edge

Use this option when you require 2 sided output in a *Book* orientation.

Flip on Short Edge

Use this option when you require 2 sided output in a *Calendar* orientation.

Page Order

Use to print in forward or reverse order.

OK

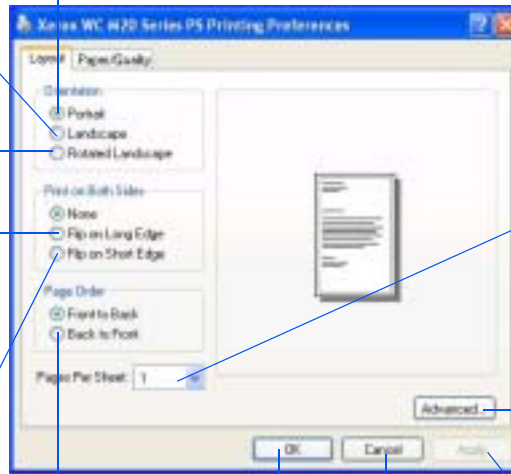
Use to accept the selections made and close the dialog.

Cancel

Closes the dialog and returns all settings to the values in place before the dialog was opened.

Apply

Saves all the selections made without closing the dialog.



Pages Per Sheet

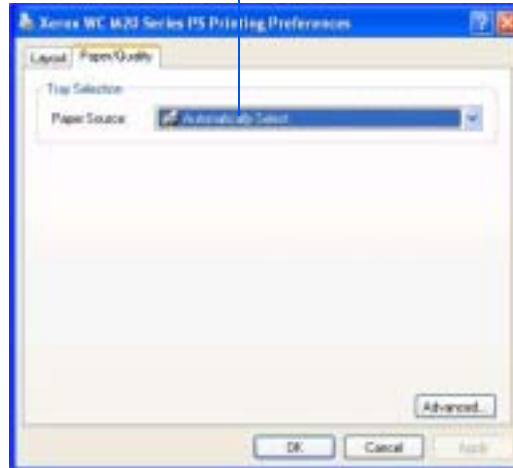
Use to select to print multiple images on one sheet or to select *Booklet* mode.

Advanced

Provides access to additional features.

Paper Source

Use to select the paper source for the print job from the drop down menu.



8 Scan

Direct Scanning using a *USB* or *Parallel Port* connection is available as standard on the *Xerox WorkCentre M20* and *WorkCentre M20i*. A color scanner is provided as standard.

- *TWAIN Scanner Program* 8-2
- *Scanning Procedure* 8-3

TWAIN Scanner Program

The *Xerox WorkCentre M20 and M20i TWAIN Scanner* program is used to scan images, graphics, photographs, and printed text. Documents can be fed from the *Document Feeder* or placed on the *Document Glass*.

The TWAIN driver is a program for PC printing that supports Windows 95, Windows 98, Windows NT4.0, Windows 2000, Windows ME and Windows XP environments. Using an independent protocol and the USB or parallel port, the TWAIN driver converts the scanned image into a standard format that you can edit.

Scanning Procedure

1 Open the Image Editing Application

- For instructions on loading media, refer to "Loading Paper" on page 4-2.

For full media specifications refer to "Media Specifications" on page 12-7.

- Open your image editing application and acquire the *WorkCentre M20 TWAIN Scanner*.

This feature allows you to convert hard copy images into electronic images that you can use in other documents.



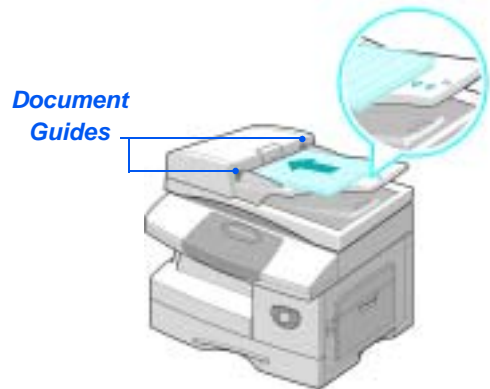
2 Load the Originals

Document Feeder:

- Remove all staples and paper clips prior to loading.
- Adjust the sliding document guides to the size required.
- Insert the originals neatly into the *Document Feeder*, face up.

The first page should be on top with the headings towards the back or left of the machine.

- Align the stack with the left and rear edges of the tray. Adjust the guides to just touch the edges of the originals.



- When using the Document Glass, ensure there are no documents in the Document Feeder.

Leaving the Document Feeder open while scanning will affect the image quality.

- ① Up to 50 sheets of 80 g/m² (20lb bond) paper can be loaded. Weight ranges from 45 - 105 g/m² (12.5 - 28lb). Sizes range from B5 to Legal (7" x 10" to 8.5" x 14"). Refer to "Scanner and Copier Specifications" on page 12-5 for full Document Feeder specifications.

Document Glass:

- Raise the Document Feeder and position the original face down on the Document Glass.
- Align with the registration arrow in the rear left corner.
- Lower the Document Feeder.



3 Select the Scan Features

- For Scanner specifications refer to "Scanner and Copier Specifications" on page 12-5.

- Select [New Scan] in your application to access the TWAIN driver options.
- Customize the settings available on the TWAIN driver for the job, for example *Image Input*, *Resolution*, and *Reduce/Enlarge*.



4 Select Preview

- Select the Preview option on the TWAIN driver window.

The image appears on the screen. This gives you the opportunity to select the specific area you wish to scan.

- If necessary, drag the selection tool to the area requiring scanning.



Preview

5 Select Scan

- Select the Scan option on the TWAIN driver window.

The specified image displays on the screen.



Scan

6 Save the Image

- Select [File] and [Save].

The image is saved and can now be used in another document if required.

- Remove your original from the *Document Glass or Document Feeder*.

9 Machine Administration

The Xerox CopyCentre C20, WorkCentre M20 or WorkCentre M20i can be customised to meet individual requirements.

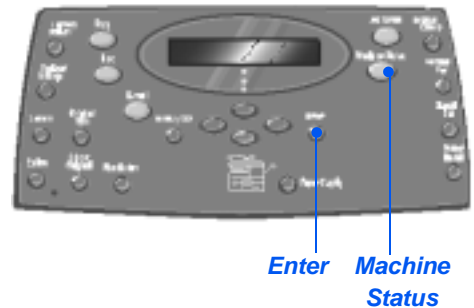
- Machine Setup 9-2
- Reports 9-6
- ControlCentre 9-8
- Department Codes 9-15
- Passcode Protection 9-22
- Clear Memory 9-24
- Maintenance Tools 9-25
- Enabling or Disabling Auxiliary Access 9-31

Machine Setup

Use the following instructions to customize your machine to meet your individual requirements.

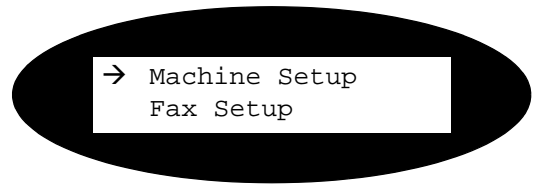
1

- Press the [Machine Status] key.



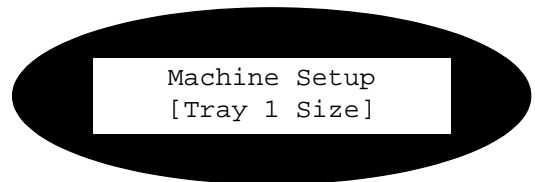
2

- Using the *Navigation Keys* select [Machine Setup] and press [Enter].



3

- Using the *Navigation Keys* select the required setup option and press [Enter].
- Using the “*Machine Setup Options*” starting on page 9-3 customize the settings to meet your requirements.
- Press [Enter] to save your selections.



4

- Press [Menu/Exit] to exit each menu level and return to standby mode.

Machine Setup Options

OPTION	SETTINGS	DESCRIPTION
Tray 1 Size	<i>LTR / A4 / LGL / Folio</i>	Use to set the default paper size for Tray 1. Paper Size options are Letter, A4, Legal (216 x 356 mm / 8.5 x 14 inch) or Folio.
Tray 2 Size	<i>LTR / A4 / LGL / Folio</i>	Use to set the default paper size for Tray 2. Paper Size options are Letter, A4, Legal (216 x 356 mm / 8.5 x 14 inch) or Folio.
Bypass Size	<i>LTR / A4 / LGL / Folio / A5 / Statement</i>	Use to set the default paper size for the Bypass tray. Paper Size options are Letter, A4, Legal (216 x 356 mm / 8.5 x 14 inch), Folio, A5 or Statement. <hr/> <p>① <i>If feeding media smaller than A4/Letter through the bypass tray, the setting can remain set at A4, Letter or Legal size.</i> <i>When copying onto a paper size smaller than A4/Letter, the printed image may be offset and not reproduce correctly, even when Auto Fit is selected.</i></p> <hr/>
Power Save	<i>On</i>	Use to enable the <i>Power Save</i> feature. If <i>On</i> is selected, set the period of time the machine waits before <i>Power Save</i> is activated. Choose between 5, 10, 15, 30 or 45 minutes.
	<i>Off</i>	
Time Out	<i>15 / 30 / 60 / 180 Seconds</i>	Sets the number of seconds the machine remains idle before the current job settings are reset back to the default settings. Use <i>Off</i> to deactivate the option.
	<i>Off</i>	
Stamp RX Name	<i>On</i>	Set to <i>On</i> to enable sender information, the machine ID, the page number, the date and time of reception and the reduction rate of the image to be printed on each page of each received transmission. The information is printed on the bottom edge of each page.
	<i>Off</i>	
Alarm Sound	<i>On</i>	Set to <i>On</i> to enable an alarm sound when an error occurs or a fax communication ends.
	<i>Off</i>	

OPTION	SETTINGS	DESCRIPTION
Key Sound	<i>On</i>	Set to <i>On</i> to enable a sound when any key is pressed.
	<i>Off</i>	
Speaker Control	<i>On</i>	The speaker can be set to <i>On</i> , <i>Off</i> or <i>Comm</i> . <i>Comm</i> allows the speaker to remain on until the remote machine answers.
	<i>Off</i>	
	<i>Comm</i>	
Language	<i>English, French, German, Italian, Spanish, Portuguese, Dutch, Danish, Swedish, Finnish, Norwegian, Russian</i>	The display uses the language selected.
Localization	<i>Inch</i>	Use to set whether measurements are displayed and entered in inches or millimeters.
	<i>MM</i>	
Select Country	<i>UK, Greece, Turkey, Ukraine, Slovenia, Russia, Yugoslavia, Australia, HongKong, NewZealand, SouthAfrica, Israel, Korea, K.Xerox, China, India, Asia STD, Malaysia, Singapore, USA/Canada, Brazil, Chile, Columbia, Mexico, Argentina, Peru, Germany, France, Austria, Switzerland, Italy, Spain, Portugal, Norway, Finland, Sweden, Netherlands, Denmark, Belgium, Hungary, Poland, Czech, Romania, Bulgaria, Ireland</i>	Setting the <i>Country</i> option sets the correct fax communication settings for each country.
USB Mode	<i>Fast</i>	Use to set the USB speed. <i>Fast</i> is the default mode. Some PC users may experience poor USB implementation in the default mode. If this occurs, select <i>Slow</i> .
	<i>Slow</i>	
Machine ID	<i>Fax</i>	Use to enter the fax number and name of the machine.
	<i>Name</i>	
Date & Time		Enter the current date and time using the <i>Numeric Keypad</i> . Use <i>Clock Mode</i> to set whether the machine uses a 12 or 24 hour clock.

OPTION	SETTINGS	DESCRIPTION
Clock Mode	<i>12 hour</i>	The machine can be configured to display time using either a 12-hour or 24-hour format.
	<i>24 hour</i>	
Toner Save	<i>On</i>	If <i>On</i> , the machine produces a lower quality output to reduce toner consumption. Useful if your machine is used for internal documents only.
	<i>Off</i>	
Discard Size	<i>[00 - 30]</i>	<p>If the <i>Fax Setup</i> option <i>Auto Reduction</i> is set to <i>Off</i>, and the received document is as long or longer than the paper selected, the machine will discard any excess image from the bottom of the page that is longer than the selected length.</p> <p>If the received page is outside the discard margin set, it will print on two sheets of paper at the actual size. Margins can be set between 0 - 30mm (1.2").</p>

Reports

Various Reports are available to assist in confirming and monitoring machine activity. Reports can be set up to include specific information, or to print automatically.

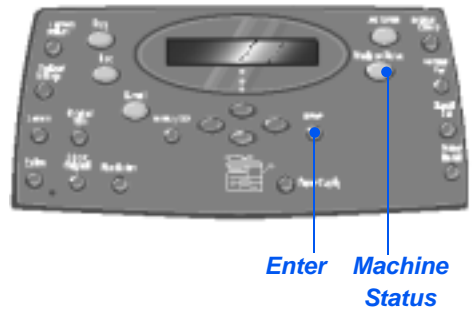
Reports Available

REPORT	DESCRIPTION
Fax Phonebook	This list contains all the numbers currently stored in the machine's fax phonebook as <i>Speed Dial</i> and <i>Group Dial</i> numbers.
Fax TX	This report contains information about recent transmission activities.
Fax RX	This report contains information about recent reception activities.
System Data	This report shows the status of the user-selectable options. After settings are changed, print this list to confirm your changes.
Scheduled Jobs	This list identifies the documents currently stored for <i>Delay Send</i> , <i>Priority Send</i> , <i>Group Dial</i> and <i>TX Poll</i> operations. This list shows the starting time and type of operation.
Fax TX Confirm	This list shows a list of confirmed fax transmissions.
E-mail TX Report	This report shows the status of E-mail transmissions.
Help List	This list shows the machine's basic functions and commands to use as a quick reference guide.
Junk Fax List	This list shows the fax numbers defined as junk fax numbers by using the Junk Fax Setup menu.
Billing Counters	This report lists the billing counters and their current amounts.
Connect Page	Provides connection information for the E-mail function.
User Auth List	Provides User Authentication information for the E-mail function.
Print All Reports	Use this option to print all the available reports.

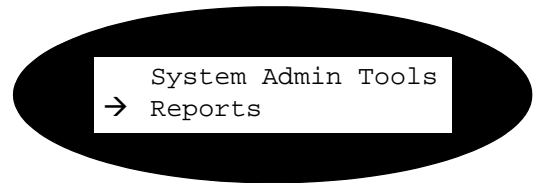
Printing Reports

Use the following instructions to print a report.

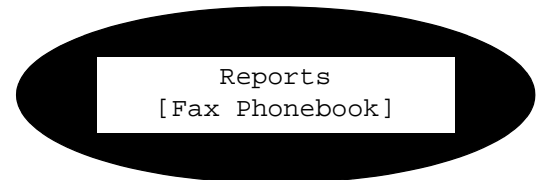
- Press the [Machine Status] key.



- Using the *Navigation Keys* select [Reports] and press [Enter].



- Using the *Navigation Keys* select the required report and press [Enter].
The report is processed and printed.



ControlCentre

ControlCentre is software available for the *WorkCentre M20i* which enables *Fax* options and features to be setup and viewed remotely using a PC.

After setting up *Fax* options or creating phonebooks, simply click [Apply] on the *ControlCentre* screen to download the new settings to the machine.

Installing ControlCentre

When *Xerox WorkCentre M20i* software is installed the *ControlCentre* utility is installed automatically.



For information on installing refer to “Maintenance Tools” on page 9-25.

Running ControlCentre

Use the following instructions to run *ControlCentre*:

1

➤ Start the *Windows* software.

2

➤ From *Programs* select [Xerox WC M20 Series], then [ControlCentre].

The *ControlCentre* screen displays.

Using ControlCentre

The *ControlCentre* software provides five tabs:

- Settings
- Advanced
- Phonebook
- Information
- Firmware Update
- Printer
- PCL
- Flash Font and Macro
- PostScript

To exit *ControlCentre*, click the [Exit] key in the bottom of each tab screen.

For further details, click the [Help] key in the bottom of each tab screen.

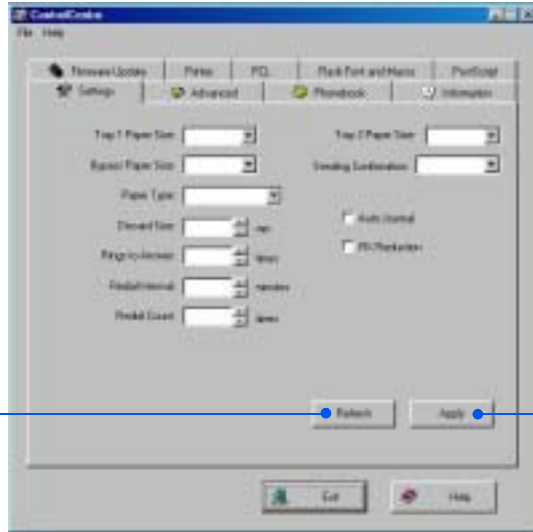


When the settings on ControlCentre are changed, or when ControlCentre is run, the settings on the machine and on ControlCentre will be automatically updated to the latest settings made either on the machine or on ControlCentre.

Settings Tab

Click on the [Settings] tab to configure *Fax* settings.

Reads the current settings in the WorkCentre M20i then refreshes ControlCentre with the machine's current settings.



Downloads the settings made in ControlCentre to the WorkCentre M20i.

Advanced Tab

Click on the [Advanced] tab to change the *Machine Setup* options applicable to *Fax*.



Phonebook Tab

Click on the [Phonebook] tab to create and edit phonebook entries for use with Fax.

Retrieves the phonebook entries from the Xerox WorkCentre M20i to ControlCentre

Allows the phonebook entries to be downloaded from ControlCentre to the Xerox WorkCentre M20i

Phonebook entries

Allows a selected phonebook entry to be edited in a separate Edit dialog box

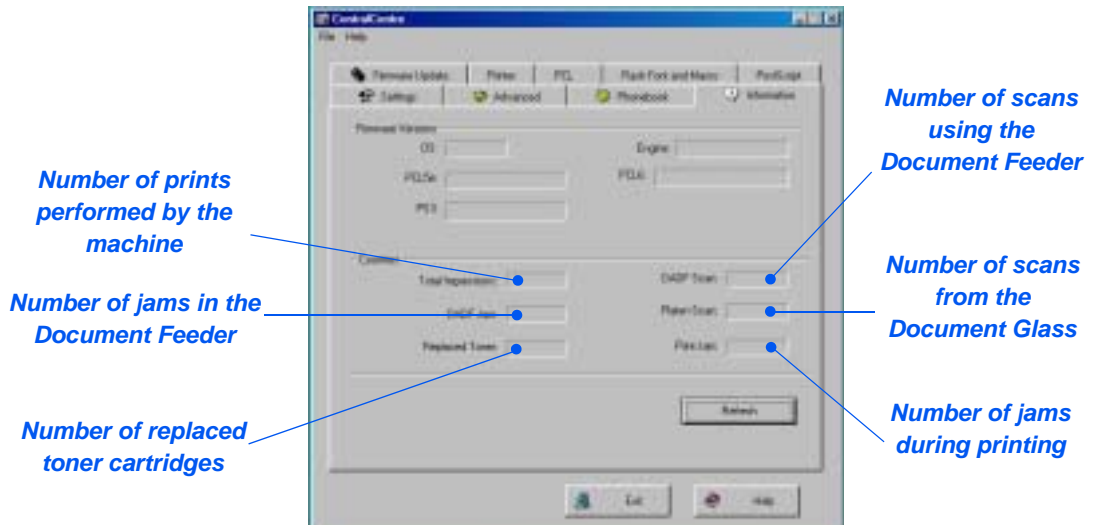
Deletes a selected phonebook entry

Deletes all phonebook entries

No.	Name	Phone Number
1	J SMITH	02794791545
2	M BROWN	01902074200

Information Tab

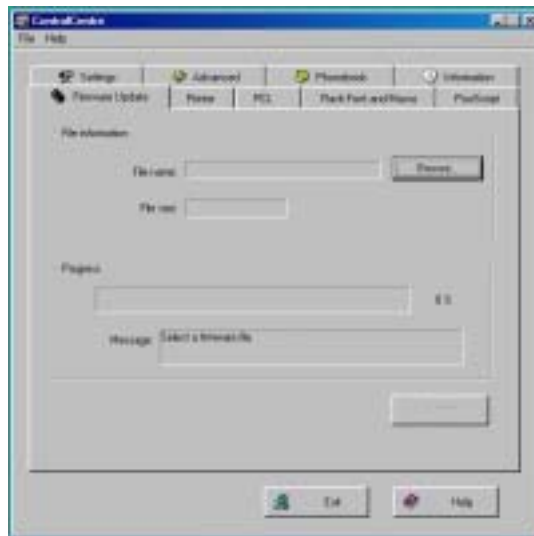
Click on the [Information] tab to view the software version information and various counters. The counters show how many scans and prints have been made, and how many jams have occurred on the machine.



Firmware Update Tab

Click on the [Firmware Update] tab to update the firmware of the machine.

- This feature should be used by System Administrator only. For further information, please refer to the System Administration Guide.



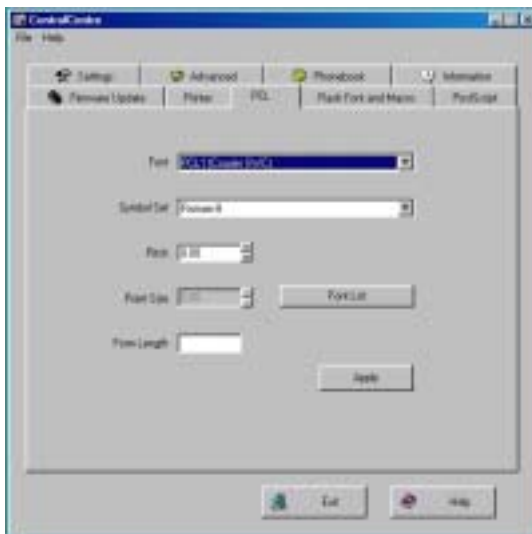
Printer Tab

Click on the [Printer] tab to set default print options.



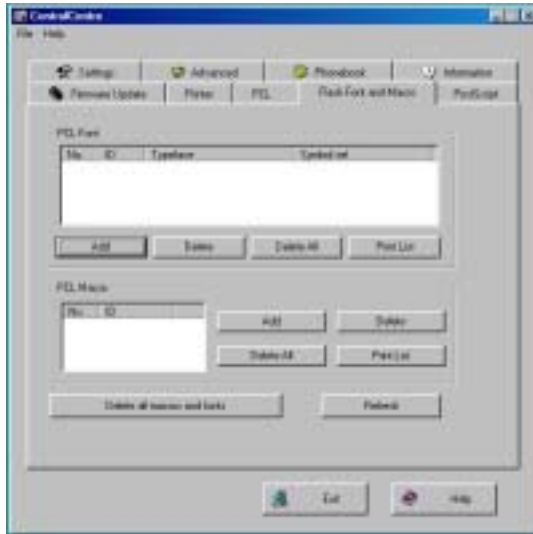
PCL Tab

Click on the [PCL] tab to set options for PCL printing.



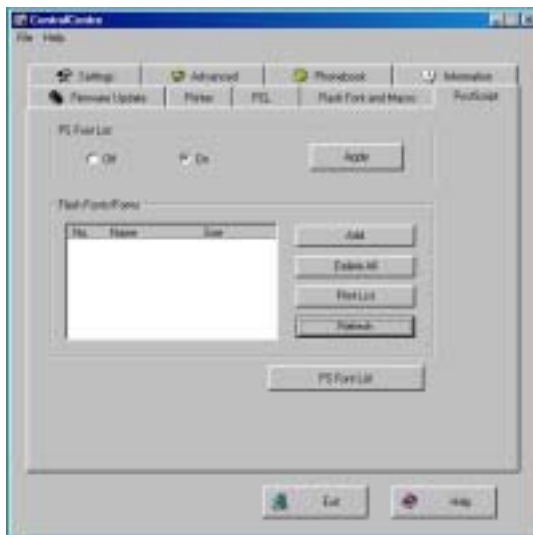
Flash Font and Macro Tab

Flash PCL fonts and macros may be supplied on a CD or downloaded from the internet. Use this tab to install flash PCL fonts and macros on the *Xerox WorkCentre M20 or M20i*. You can also delete individual fonts and macros, delete all of the fonts and macros and print a font listing.



PostScript Tab

Click on the [PostScript] tab to install and manage PostScript fonts on the *Xerox WorkCentre M20 and M20i*.

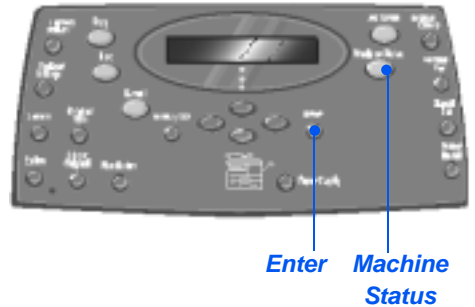


Department Codes

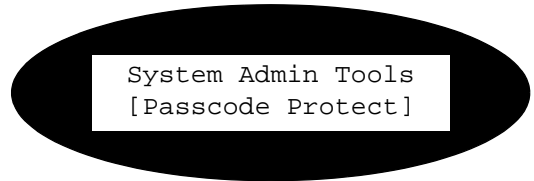
Department Codes allow the Administrator to restrict usage and record usage data for specified departments.

Creating Departments

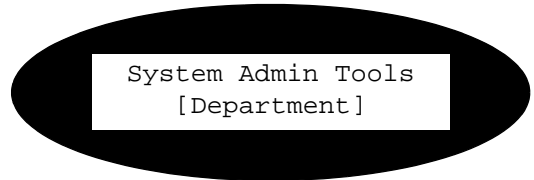
- Press the [Machine Status] key.




- Using the *Navigation Keys* select [System Admin Tools] and press [Enter].
➤ If the *System Admin Tools* have already been passcode protected, type in the password and press [Enter].



- Select [Department] using the *Navigation Keys* and press [Enter].
➤ Enter the *Master Access Code*.



 *The first time you access Department, you will be prompted to enter a master access code then re-enter it to confirm the code.*

4

- Select [Set] using the *Navigation Keys* and press [Enter].
- Enter a number to identify the department and press [Enter].
- Enter a name to identify the department and press [Enter].
- Enter the passcode for that department and press [Enter].
- Continue to add departments as required.



Printing Department Data

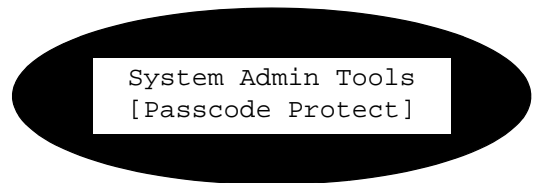
This setting is used to print two reports, a *Department Code* report and a *Department Journal*.

1

- Press the [Machine Status] key.

2

- Using the *Navigation Keys* select [System Admin Tools] and press [Enter].
- If the *System Admin Tools* have already been passcode protected, type in the password and press [Enter].



3

- Select [Department] using the *Navigation Keys* and press [Enter].
- Enter the *Master Access Code*.



The first time that you access Department, you will be prompted to enter a master access code then re-enter it to confirm the code.

System Admin Tools
[Department]

4

- Select [Print] using the *Navigation Keys* and press [Enter].
- Select the required report and press [Enter].

Department
[Print]

Managing Departments

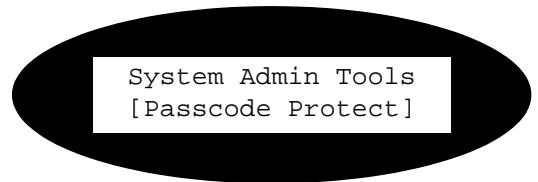
This setting is used to enable or disable *Department Mode* and to clear *Department* data and codes.

1

- Press the [Machine Status] key.

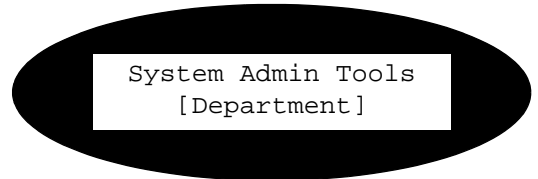
2

- Using the *Navigation Keys* select [System Admin Tools] and press [Enter].
- If the *System Admin Tools* have already been passcode protected, type in the password and press [Enter].



3

- Select [Department] using the *Navigation Keys* is displayed and press [Enter].
- Enter the *Master Access Code*.



The first time that you access Department, you will be prompted to enter a master access code then re-enter it to confirm the code.

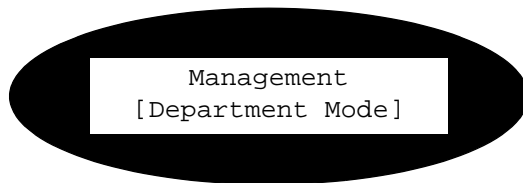
4

- Select [Management] using the *Navigation Keys* and press [Enter].



5

- Select [Department Mode] using the *Navigation Keys* and press [Enter].
- To enable *Department Mode*, select [On] and press [Enter].

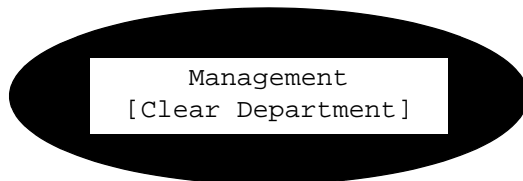


6

- Select [Clear Department] using the *Navigation Keys* and press [Enter].
- To clear the *Journal*, select [Journal] and press [Enter].
- To remove a *Department Code*, select [Code] and press [Enter].

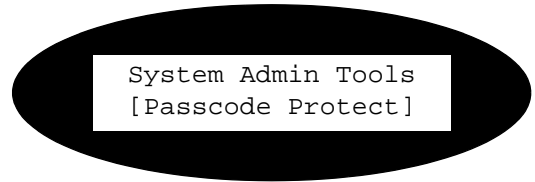
To remove all *Department Codes* select [All] and press [Enter].

To remove individual *Department Codes*, select [Each], press [Enter], enter the *Department Number* and confirm the removal.

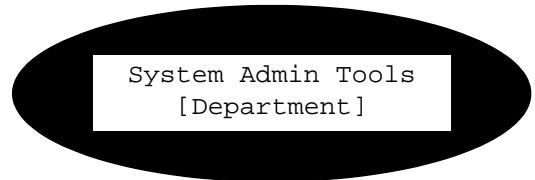



Changing the Master Code

- Press the [Machine Status] key.
- Using the *Navigation Keys* select [System Admin Tools] and press [Enter].
➤ If the *System Admin Tools* have already been passcode protected, type in the password and press [Enter].

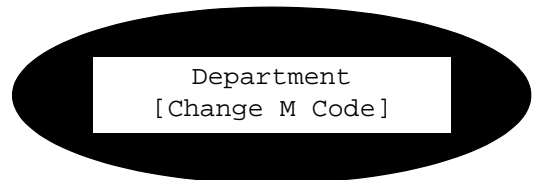


- Select [Department] using the *Navigation Keys* and press [Enter].
➤ Enter the *Master Access Code*.



 *The first time that you access departments, you will be prompted to enter a master access code then re-enter it to confirm the code.*

- Select [Change M. Code] and press [Enter].



5

- To change the Master Code, select [Change] and press [Enter].
Enter the new *Master Code*.
- To remove the *Master Code*, select [Delete] and press [Enter].



Passcode Protection

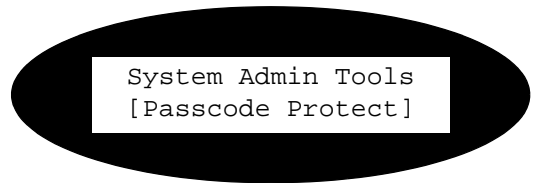
System Administration functions can be restricted to individual users by requiring that a passcode be entered before access to the functions can be granted.

Enable Passcode Protection

1 ➤ Press the [Machine Status] key.

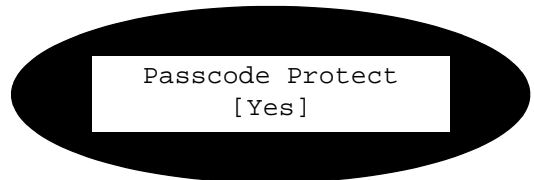
2 ➤ Using the *Navigation Keys* select [System Admin Tools] and press [Enter].


➤ If the *System Admin Tools* have already been passcode protected, type in the password and press [Enter].



3 ➤ Select [Passcode Protect] using the *Navigation Keys* and press [Enter].

➤ To enable *Passcode Protection*, select [Yes] and press [Enter]. Otherwise select [No] and press [Enter] to disable *Passcode Protection*.



 When the machine is first installed, the passcode is blank. When you choose Yes, you will be asked to enter the passcode. Simply press [Enter] when requested to enter the passcode.

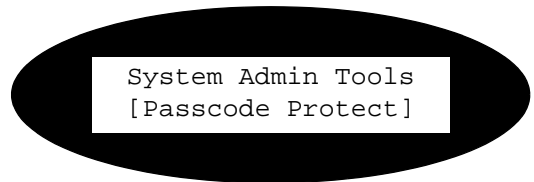
4 ➤ If you enabled *Passcode Protection*, refer to “*Change the Passcode*” starting on page 9-23 to enter the new passcode.

Change the Passcode

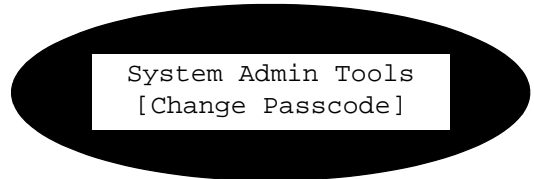
This procedure is used to change an existing passcode or to enter a passcode after *Passcode Protect* has been enabled.


- Press the [Machine Status] key.

- Using the *Navigation Keys* select [System Admin Tools] and press [Enter].
➤ If the *System Admin Tools* have already been passcode protected, type in the password and press [Enter].

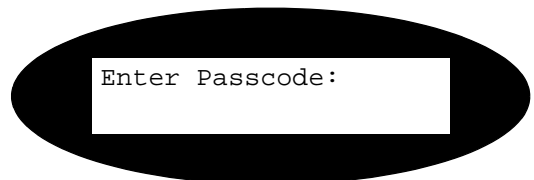


- Select [Change Passcode] using the *Navigation Keys* and press [Enter].
➤ Enter the existing passcode and press [Enter].



 This will be blank if you have just enabled *Passcode Protection*

- Enter the new passcode and press [Enter].



Clear Memory

This tool is provided to let you clear the data from selected areas of memory. For *Fax*, you can clear the phonebook and both receive and transmit history data; for *E-mail*, you can clear the address book and transmit data; and you can clear the system data.

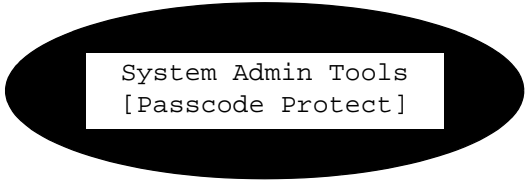
Clearing the Memory

1

- Press the [Machine Status] key.

2

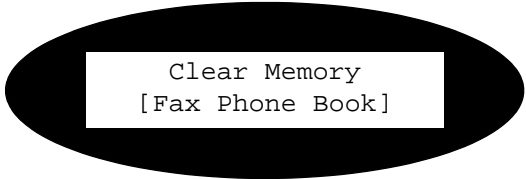
- Using the *Navigation Keys* select [System Admin Tools] and press [Enter].
- If the *System Admin Tools* have already been passcode protected, type in the password and press [Enter].

A screenshot of a menu titled "System Admin Tools" with the option "[Passcode Protect]" below it. The text is displayed in a monospaced font within a white rectangular box centered in a black oval background.

System Admin Tools
[Passcode Protect]

3

- Select [Clear Memory] using the *Navigation Keys* and press [Enter].
- Select the option required and press [Enter].

A screenshot of a menu titled "Clear Memory" with the option "[Fax Phone Book]" below it. The text is displayed in a monospaced font within a white rectangular box centered in a black oval background.

Clear Memory
[Fax Phone Book]

The choices are:

- Fax Phone Book
- Fax RX History
- Fax TX History
- System Data
- Email TX History
- Email Address Book

Maintenance Tools

A number of maintenance tools are provided in System Admin Tools:

- Serial Number
- Notify Toner Low
- New Drum
- Clean Drum
- Billing Counters



These tools can also be accessed using Xerox CentreWare, refer to the System Administration Guide for more information.

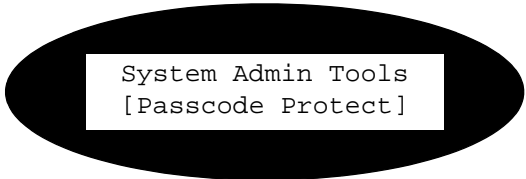
Check the Serial Number

1

- Press the [Machine Status] key.

2

- Using the *Navigation Keys* select [System Admin Tools] and press [Enter].
- If the *System Admin Tools* have already been passcode protected, type in the password and press [Enter].

A black oval representing a screen display. Inside the oval is a white rectangular box containing the text "System Admin Tools" on the top line and "[Passcode Protect]" on the bottom line.

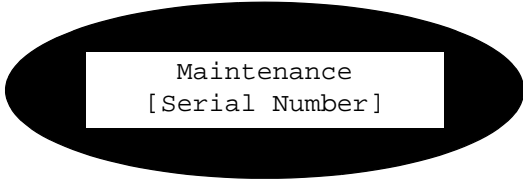
System Admin Tools
[Passcode Protect]

3

- Select [Maintenance] and press [Enter].
- Select [Serial Number] and press [Enter].

The serial number of the *Xerox WorkCentre M20 or M20i* is displayed.

- Press [Menu/Exit] to exit this function.



Notify Toner Low

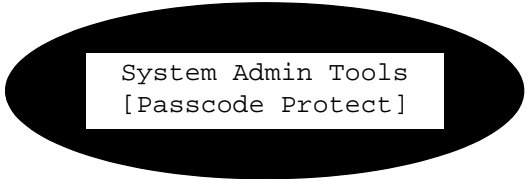
If the *Notify Toner* option is set to *On*, when the toner cartridge needs to be replaced, the machine automatically sends a fax to the service company or the dealer to notify them that the machine requires a new toner cartridge. This feature will be activated only when the phone number of the service company or the dealer is stored in the machine's memory.

1

- Press the [Machine Status] key.

2


- Using the *Navigation Keys* select [System Admin Tools] and press [Enter].
- If the *System Admin Tools* have already been passcode protected, type in the password and press [Enter].



```
System Admin Tools
[Passcode Protect]
```

3


- Select [Notify Toner Low] and press [Enter].



```
Maintenance
[Notify Toner Low]
```

4

- Select [On] and press [Enter].
- When prompted, enter:
Your Customer Number
Your Customer Name
The Supplier's Fax Number
The Suppliers Name



```
Notify Toner Low
[On]
```

New Drum

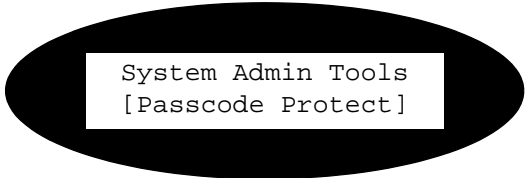
This function is used to reset the drum counter after the drum has been replaced.

1

- Press the [Machine Status] key.

2


- Using the *Navigation Keys* select [System Admin Tools] and press [Enter].
- If the *System Admin Tools* have already been passcode protected, type in the password and press [Enter].

A screenshot of a menu titled "System Admin Tools" with the option "[Passcode Protect]" highlighted. The menu is displayed on a black background.

System Admin Tools
[Passcode Protect]

3

- Select [New Drum] and press [Enter].
- To set the drum counter to zero, select [On] and press [Enter]. Otherwise, select [Off] and press [Enter] to exit the selection.

A screenshot of a menu titled "New Drum" with the option "[On]" highlighted. The menu is displayed on a black background.

New Drum
[On]

Clean Drum

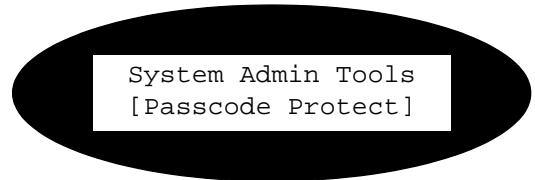
If streaks or spots appear on the prints, the drum cartridge may require cleaning. Ensure that paper is loaded prior to selecting this option.

1

- Press the [Machine Status] button.

2

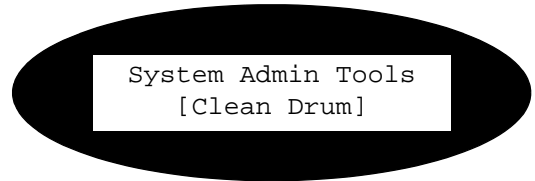
- Using the *Navigation Keys* select [System Admin Tools] and press [Enter].
- If the *System Admin Tools* have already been passcode protected, type in the password and press [Enter].



3

- Select [Clean Drum] and press [Enter].

The *Xerox WorkCentre M20* or *M20i* will print a special cleaning page.



Billing Counters

Billing can display the contents of a number of counters used in the *WorkCentre M20i*. These counters are:

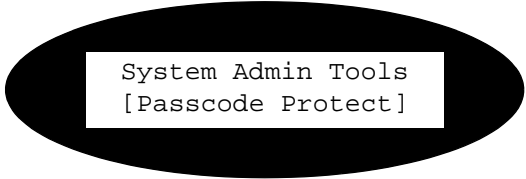
- *Total Impressions* - the total number of prints produced by the machine.
- *Toner Impressions* - the number of prints produced by the toner.
- *Drum Impressions* - the number of prints produced by the drum.
- *DADF Scan Page* - the number of originals scanned from the *Document Feeder*.
- *Platen Scan Page* - the number of originals scanned from the *Document Glass*.
- *Replaced Toner* - the number of prints since the toner was last replaced.
- *Replaced Drum* - the number of prints since the drum was last replaced.

1

- Press the [Machine Status] key.

2

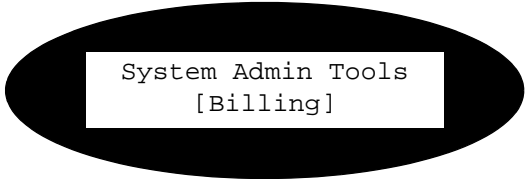
- Using the *Navigation Keys* select [System Admin Tools] and press [Enter].
- If the *System Admin Tools* have already been passcode protected, type in the password and press [Enter].



```
System Admin Tools  
[Passcode Protect]
```

3

- Select [Billing] and press [Enter].
- Select the required *Counter* and press [Enter].

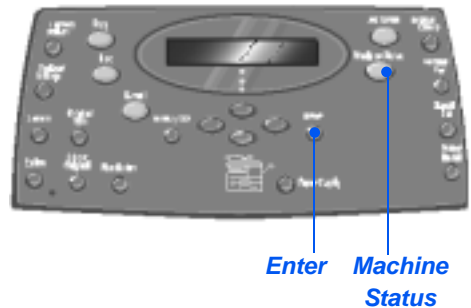


```
System Admin Tools  
[Billing]
```

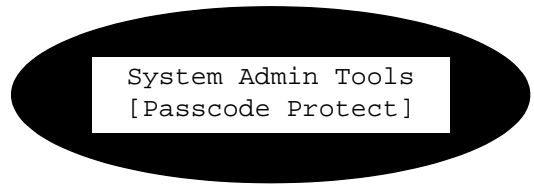
Enabling or Disabling Auxiliary Access

Auxiliary Access allows a foreign interface board to be recognized. Use these instructions to enable or disable *Auxiliary Access*:

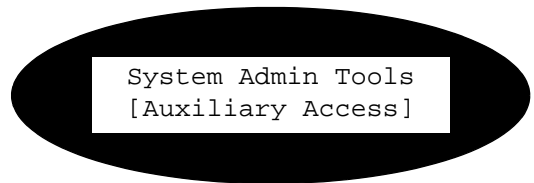
- Press the [Machine Status] key.



- Using the *Navigation Keys* select [System Admin Tools] and press [Enter].
- If the *System Admin Tools* have already been passcode protected, type in the password and press [Enter].



- Select [Auxiliary Access] and press [Enter].
- To enable *Auxiliary Access*, select [On] is displayed and press [Enter]. Otherwise, select [Off] and press [Enter].



10 Maintenance

Performing the maintenance tasks enables your machine to continue running at optimum performance. Instructions are provided in this chapter for all the maintenance tasks required.

- Cleaning 10-2
- Ordering Supplies 10-4
- Customer Replaceable Units..... 10-5

Cleaning

Cleaning the Document Glass and Constant Velocity Transport (CVT) Glass

Keeping the *Document Glass* clean helps ensure the best possible output. It is recommended that the *Document Glass* is cleaned at the start of each day and during the day as needed.

The Constant Velocity Transport (CVT) glass is the strip of glass located to the left of the *Document Glass* and is used to scan originals fed through the *Document Feeder*. The CVT glass also requires cleaning.

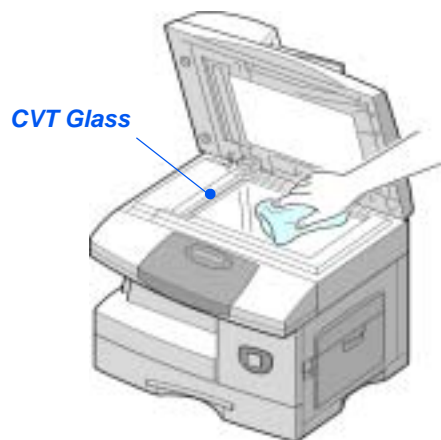


CAUTION: DO NOT use organic or strong chemical solvents or aerosol cleaners or pour fluids directly onto any area. Use supplies and cleaning materials only as directed in this documentation. Keep all cleaning materials out of the reach of children.



WARNING: DO NOT remove the covers or guards that are fastened with screws or attempt any maintenance procedure that is not specifically described in this documentation.

- Slightly dampen a soft lint-free cloth or paper towel with water.
- Open the *Document Feeder*.
- Wipe the surface of the *Document Glass* and *CVT Glass* until they are clean and dry.
- Wipe the underside of the *Document Feeder* until it is clean and dry.
- Close the *Document Feeder*.



Control Panel and LCD

Regular cleaning keeps the *Control Panel* and *LCD* free from dust and dirt. To remove finger prints and smudges, clean the *Control Panel* and *LCD* screen with a soft, lint-free cloth, lightly dampened with water.

Outside Areas of the Machine

Use a cloth moistened with water to clean the outside areas of the machine.

Ordering Supplies

The *Toner Cartridge* and the *Drum Cartridge* are available as customer replaceable units.

The customer replaceable unit part numbers are listed below:

CUSTOMER REPLACEABLE UNIT	PART NUMBER	
	<i>Europe</i>	<i>USA and Canada</i>
Toner Cartridge	106R01048	106R01047
Drum Cartridge	113R00671	

To obtain supplies, contact your local Xerox representative, giving the company name, the product number and the machine serial number.

Use the space below to keep a record of the telephone number.

Supplies Telephone Number:

Customer Replaceable Units

Toner Cartridge

Expected Cartridge Life

The life of the toner cartridge depends on the amount of toner used in each printed job. For instance, when printing a typical business letter with about 5% page coverage, expect a toner cartridge life of approximately 8,000 pages (4,000 pages only for the toner cartridge shipped with the machine). The actual number may vary according to the print density of the pages being printed. If printing a lot of graphics the cartridge may require changing more often.

Toner Save Mode

The life of the toner cartridge can be extended by using *Toner Save* mode. The *Toner Save* mode uses less toner than normal printing. The printed image is much lighter, and is adequate for printing drafts or proofs.

 For instructions on setting the *Toner Save* mode refer to "Machine Setup" on page 2-19.

Replacing the Toner Cartridge

When the toner cartridge is near the end of its life, white streaks or hue change will occur. The LCD displays a warning message 'Toner Low'.

When the 'Toner Low' message appears, remove the toner cartridge and gently shake it to temporarily re-establish the print quality. Shaking the cartridge re-distributes the remaining toner in the cartridge. This procedure can only be performed once prior to changing the *Toner Cartridge*.

1

- Pull the release latch to open the side cover.

CAUTION: Ensure the side cover is always open before opening the front cover.



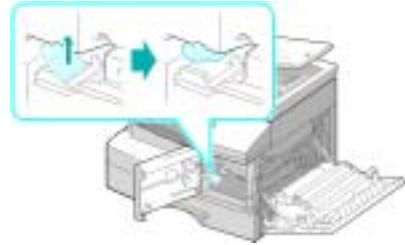
2

- Open the front cover.



3

- Turn the cartridge locking lever upwards to release the toner cartridge.

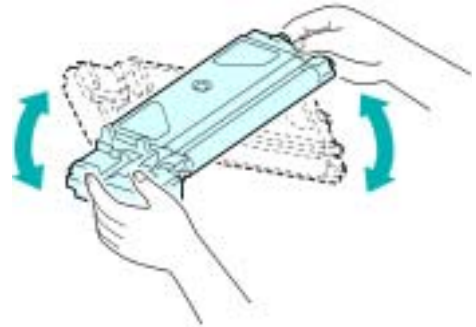


4

- If the toner gets on clothing, wipe it off with a dry cloth and wash clothing in cold water. Hot water sets toner into fabric.

To Re-distribute the Toner:

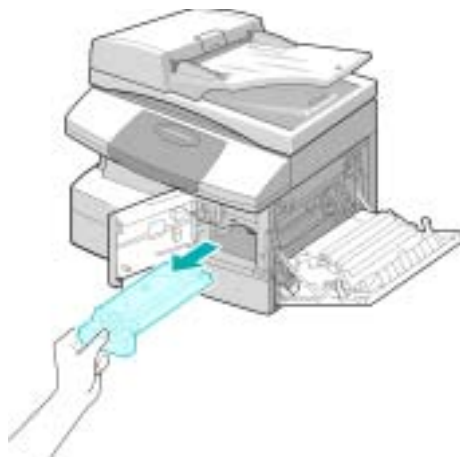
- Pull out the toner cartridge and gently shake the cartridge to distribute the toner evenly inside the cartridge.
- Reinstall the toner cartridge, then lock the lever.
- Close the front cover and the side cover.
- The display shows [New Toner?], select [No] and press [Enter].
The machine returns to standby.



5**Replacing the Toner Cartridge:**

- Shake the new toner cartridge horizontally four or five times.
- Slide the new toner cartridge in until it locks in place.
- Turn the toner locking lever downwards until it locks in place.
- Close the front cover and the side cover.
- The display shows [New Toner?], select [Yes] and press [Enter].

The machine returns to standby.

**Setting the Product to Send Toner Low Information**

If the *Notify Toner* menu option is set to *On*, when the toner cartridge needs to be replaced, the machine automatically sends a fax to the service company or the dealer to notify them that the machine requires a new toner cartridge. This feature will be activated only when the phone number of the service company or the dealer is stored in the machine's memory.



For instructions on setting the *Send Toner Low Information* to *On*, refer to "Maintenance Tools" on page 9-25.

Drum Cartridge

The *Drum Cartridge* requires replacement when the drum life warning is displayed, after approximately 18,000 copies.

If streaks or spots are being experienced on the prints there is an option for cleaning the drum.



For instructions on *Cleaning the Drum*, refer to "Maintenance Tools" on page 9-25.



CAUTION: Do not expose the green drum to light for an extended period. Never expose the drum to direct sunlight or touch the drum surface. Damage or poor image quality may result.

Replacing the Drum Cartridge

The useful life of the drum cartridge is approximately 20,000 copies/prints. A high rate of 2 Sided copying/printing reduces the overall life of a drum. The machine displays 'Drum Warning' when the drum is near the end of life. Approximately 1,000 more copies/prints can be made, but a replacement cartridge should be available. Replace the drum cartridge when copy/print quality becomes degraded.

1

- Pull the release latch to open the side cover.

CAUTION: Ensure the side cover is always open before opening the front cover.



2

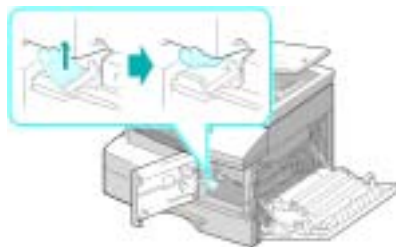
- Open the front cover.



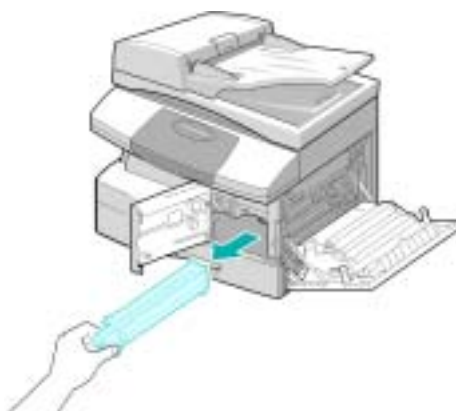
3

- The toner cartridge must be removed to replace the drum cartridge.

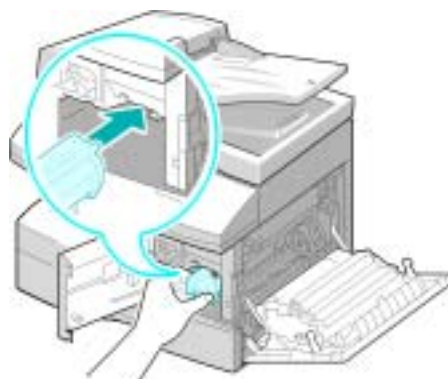
- Turn the cartridge locking lever upwards to release the toner cartridge.

**4**

- Pull out the used drum cartridge.

**5**

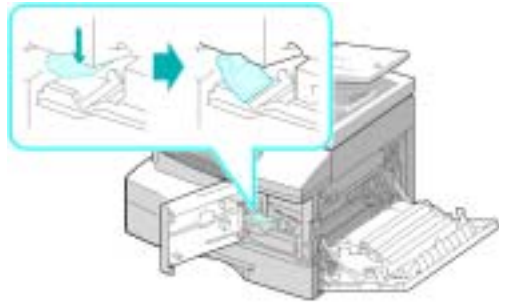
- Unpack the new drum cartridge and slide it in place, making sure not to touch the surface of the drum.



6

- Reinstall the toner cartridge, then lock the lever.
- Close the front cover and the side cover.
- The display shows [New Drum Unit?]. Select [Yes] and press [Enter].

The machine returns to Standby mode.



If the counter is not reset, 'Drum Warning' may appear before the new drum reaches its maximum life. To reset the counter manually refer to the "Maintenance Tools" on page 9-25.

11 Troubleshooting

If a problem occurs on your machine, the instructions in this chapter will enable you to identify and clear the fault, or locate further assistance.

- General 11-2
- Fault Clearance 11-3
- Customer Support 11-10
- LCD Error Messages 11-11
- Problem and Solutions Charts 11-14

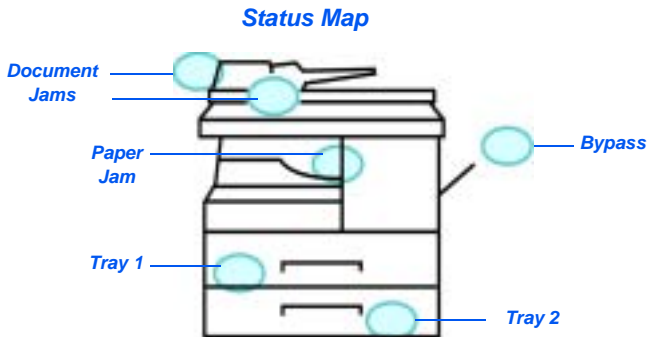
General

A variety of situations can affect the quality of the output. For optimal performance, ensure the following guidelines are followed:

- Do not position the machine in direct sunlight or near a heat source such as a radiator.
- Avoid sudden changes in the environment surrounding the machine. When a change occurs, allow the machine at *least two hours* to adjust to its new environment, depending on the extent of the change.
- Follow routine maintenance schedules for cleaning areas such as the *Document Glass* and *Control Panel*.
- Always set the guides in the *Paper Trays* to the size of the media in the tray.
- Ensure paper clips and paper debris do not contaminate the machine.

Fault Clearance

When a fault occurs, check the *Status Map* on the *Control Panel*. A red flashing LED identifies the problem area:-



Document Jams

If a document jams while it is feeding through the *Document Feeder*, 'Document Jam' appears on the display and the Document Jam LED on the *Status Map* will flash.

Details for clearing the three areas of the *Document Feeder* are given below.

Input Misfeed

- 1 ➤ Open the *Document Feeder* top cover.



2

- Pull the document gently to the right and out of the *Document Feeder*.
- Close the *Document Feeder* top cover.
- Feed the documents back into the *Document Feeder*.



Exit Misfeed

1

- Open the *Document Feeder* and turn the roller knob to remove the misfed documents from the exit area.

If the jammed document cannot be easily removed, skip to *Roller Misfeed*.



2

- Close the *Document Feeder* and reload the documents.

Roller Misfeed

1

- Open the *Document Feeder*.
- Turn the release knob to enable easy removal of the misfed document from the exit area. Carefully pull the document to the right using both hands.

**2**

- Close the *Document Feeder* and reload the documents.

Paper Jams

If paper jams occur, 'Paper Jam' appears on the display and the Paper Jam or Paper Tray LED on the *Status Map* will flash to indicate the problem area. Follow the steps below to clear the jam. To avoid tearing paper, pull the jammed paper out gently and slowly.

Paper Feed Area

If the paper jams in the feed area 'Paper Jam 0' appears on the display.

1

- Pull out the Paper Tray.
- When the tray is fully out, lift the front part of the tray slightly to release the tray from the machine.

**2**

- Remove the jammed paper by gently pulling it straight out.
- Once you remove the jammed paper, open the side cover and close it to clear the 'Paper Jam 0' message from the display.

**3**

- If there is any resistance and the paper does not move immediately when pulled, pull the release lever to open the side cover.
- Carefully remove the misfed paper in the direction shown.



4

- Close the cover.
- Insert the paper tray. Lower the rear part of the tray to align the rear edge with the corresponding slot in the machine, then insert it completely.



Paper Exit Area

If the paper is jammed in the exit area, 'Paper Jam 2' appears on the display.

1

- Press the *Release Lever* to open the side cover.

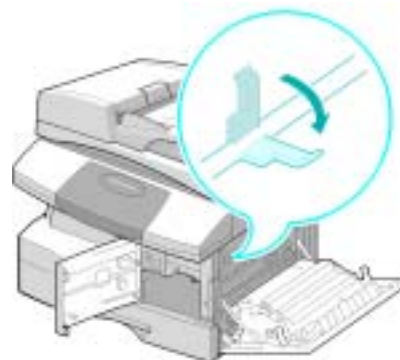
CAUTION: Ensure the side cover is always open before opening the front cover.

- Open the front cover.



2

- Pull down on the *Fuser Lever*. This will release pressure on the paper.



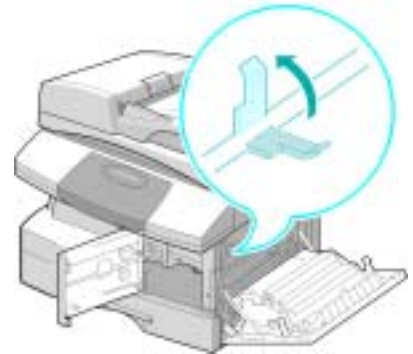
3

- Turn the *Jam Remove Lever* in the direction of the arrow to move the paper to the exit area.
- Gently pull the paper out through the exit area.



4

- Push the *Fuser Lever* up.



5

- Turn the *Jam Remove Lever* back to the original position.
- Close the front cover and side cover.



2 Sided Jam

If a paper jam occurs in the 2 Sided module, 'Duplex Jam' appears on the display and the Paper Jam LED on the *Status Map* will flash.

1

- Press the *Release Lever* to open the side cover.
- Remove the jammed paper.

**2**

- Close the side cover.

Bypass Tray Jam

If you try to print using the Bypass Tray and the machine does not detect paper due to no paper or improper paper loading, 'Bypass Jam' appears on the display and the Bypass Tray LED on the *Status Map* will flash.

'Bypass Jam' may also occur when the paper has not fed correctly in the machine.

1

- Open the *Bypass Tray* and pull the paper out of the machine.



Customer Support

If a fault cannot be resolved by following the LCD instructions, check the troubleshooting tables in the next section - they may help to solve the problem quickly.

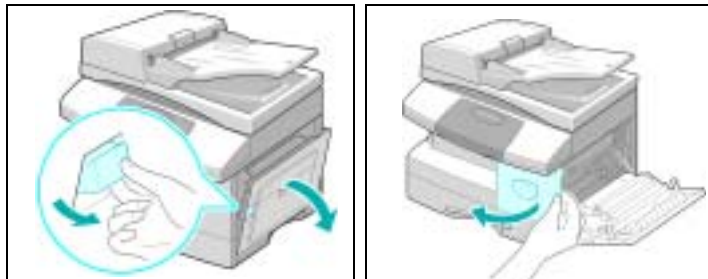
If you need further assistance or information, please visit the Xerox website for online solutions and support:

<http://www.xerox.com>

If the problem persists, contact the *Xerox Welcome Center* or your local Xerox representative. The serial number of the machine will be required, together with any relevant error codes.

 For information on locating the serial number, please refer to "Customer Support" on page 1-5.

To access the serial number open the side cover using the release latch and then open the front door. The serial number is located on the panel above the *Toner Cartridge*.



The *Xerox Welcome Center* or local representative telephone number is provided when the machine is installed. For convenience and future reference, please record the telephone number in the space below:

Xerox *Welcome Center* or local representative telephone number:

Xerox US Welcome Center: 1-800-821-2797

Xerox Canada Welcome Center: 1-800-93-XEROX (1-800-939-3769)

LCD Error Messages

If an abnormal condition arises in the machine or an incorrect operation is performed, a message indicating the nature of the error is displayed. If this happens, take the corrective action listed in the following table.

DISPLAY	MEANING	SOLUTION
Bypass Jam	The machine detects non feeding from the bypass tray.	Open the side cover and remove any jammed paper. Load paper in the bypass tray.
Comm. Err	The machine has a problem in communication.	Try resending the fax.
Document Jam	The loaded document has jammed in the <i>Document Feeder</i> .	Clear the document jam. Refer to " <i>Document Jams</i> " on page 11-3
Door Open	The side cover is not securely latched.	Close the side cover until it locks into place.
Drum Warning	The drum cartridge is near the end of life.	Ensure a replacement cartridge is in stock. Replace the Drum cartridge when copy/print quality is degraded. This may show up as dark marks on the edge of the page. Refer to " <i>Drum Cartridge</i> " on page 10-8.
Duplex Jam	Paper has jammed in the middle of 2 Sided printing.	Clear the jam. Refer to " <i>2 Sided Jam</i> " on page 11-9.
Drum Empty	The drum cartridge is empty	Replace the drum cartridge. Refer to " <i>Drum Cartridge</i> " on page 10-8.
Fuser Error, Open Heat Error, Heating Error and Overheat	There is a problem in the fuser unit.	Unplug the power cord and plug it back in. If the problem still persists, please call for service.
Group Not Available	You have tried to select a group.	Try again. Check location for a group.
Incompatible	Remote party did not have the requested feature such as polling.	

DISPLAY	MEANING	SOLUTION
Non-Xerox Toner Cart	You have used an unauthorized toner cartridge.	You must use a Xerox approved cartridge.
Operation Not Assigned	The machine has no job to handle.	
Line Busy	The remote fax did not answer.	Try again. Contact recipient to ensure remote machine is functioning correctly.
Line Error	Your machine cannot connect with the remote machine, or has lost contact because of a problem with the phone line.	Try again. If the problem persists, wait an hour or so for the line to clear, then try again. Or, turn the ECM mode on. Refer to <i>"Fax Setup Options"</i> on page 6-19 for more information.
LSU Error	A problem has occurred in the LSU (Laser Scanning Unit).	Try Power Off / Power On. Refer to <i>"Powering On the Machine"</i> starting on page 2-14. If the problem still persists, please call for service.
Memory Full	The memory is full	Either delete unnecessary documents, retransmit after more memory becomes available, or split the transmission into more than one operation.
No Answer	The remote fax machine has not answered after several redial attempts.	Try again. Contact recipient to ensure remote machine is functioning correctly.
Poll Code Err.	You have used an incorrect poll code.	
Polling Error	The remote fax machine you want to poll is not ready to respond to your poll. Or, when setting up to poll another fax machine, you have used an incorrect poll code.	The remote operator should know in advance that you are polling and have the fax machine loaded with the original document. Enter the correct poll code.
No Developer Cartridge	The toner cartridge is not installed.	Install the toner cartridge. Refer to <i>"Toner Cartridge"</i> on page 10-5.

DISPLAY	MEANING	SOLUTION
No. Not Assigned	The speed dial location has no number assigned.	
No Paper	The recording paper in the paper tray has run out.	Load the recording paper in the paper tray.
RX Tray Full	Paper is overstacked in the output bin.	Remove paper.
Paper Jam 0	Paper has jammed in the paper feeding area.	Clear the jam. Refer to <i>"Paper Jams"</i> on page 11-6.
Paper Jam 1	Paper has jammed in the fuser area.	Clear the jam. Refer to <i>"Paper Jams"</i> on page 11-6.
Paper Jam 2	Paper has jammed in the paper exit area.	Clear the jam. Refer to page <i>"Paper Jams"</i> on page 11-6.
Power Failure	The machine's memory has not been backed up.	
Toner Empty	The toner cartridge has run out. The machine stops.	Replace with a new toner cartridge. Refer to <i>"Toner Cartridge"</i> on page 10-5.
Toner Low	The toner is almost empty.	Take out the toner cartridge and gently shake it. By doing this printing operations can be temporarily resumed.
Retry Redial?	The machine is waiting for the programmed interval to automatically redial.	Press [Start] to immediately redial, or [Stop] to cancel the redial operation.
Function Full	The memory has become full.	Either delete unnecessary documents, or retransmit after more memory becomes available. The transmission can also be split into more than one operation if it is a large job.

Problem and Solutions Charts

The following chart lists some conditions that may occur and the recommended solutions. Follow the suggested solutions until the problem is corrected. If the problem persists, please call for service.

Copying Problems

CONDITION	SUGGESTED SOLUTION
The LCD does not turn on	<p>Check that the product is plugged into an electrical receptacle and ensure that there is power to the receptacle.</p> <p>Ensure the ON/OFF switch is in the ON position.</p>
Copies are too light or too dark	<p>If the original is light, use the Lighten/Darken key to darken the image.</p> <p>If the original is dark, use the Lighten/Darken key to lighten the image.</p>
Smears, lines, marks, or spots on copies	<p>If defects are on the original, press the Lighten/Darken key to adjust the image.</p> <p>If no defects are on the original, clean the <i>Document Glass</i> and underside of the <i>Document Feeder</i>.</p> <p>If a line is present when using the <i>Document Feeder</i> and not when using the <i>Document Glass</i>, clean the CVT glass. For stubborn spots use a crumpled up piece of paper or a credit card. Refer to “<i>Cleaning the Document Glass and Constant Velocity Transport (CVT) Glass</i>” on page 10-2.</p> <p>If the problem still persists, clean the Drum Cartridge. Refer to “<i>Maintenance Tools</i>” on page 9-25 for instructions.</p>
Copy image is skewed	<p>Ensure that original is positioned correctly on the <i>Document Glass</i>.</p> <p>Check that copy paper is loaded correctly.</p>
Blank copies	<p>Ensure that the original is face down on the <i>Document Glass</i> or face up in the <i>Document Feeder</i>.</p>
Image rubs off the copy easily	<p>Replace the paper in the tray with paper from a new package.</p> <p>In high humidity areas do not leave paper in the product for extended periods of time.</p>

CONDITION	SUGGESTED SOLUTION
Frequent copy paper jams	<p>Fan the stack of paper, then turn it over in the tray. Replace paper in paper tray with a fresh supply. Check/adjust paper guides.</p> <p>Ensure that the paper is the proper paper weight 80 g/m² (20 lb) bond paper is recommended.</p> <p>Check for copy paper or pieces of copy paper remaining in the product after a paper jam has been cleared.</p>
Toner yield is lower than expected and TONER LOW message appears in the LCD	<p>Toner may be lodged in the cartridge. Remove the toner cartridge. Shake the toner cartridge and tap along the top of the toner cartridge over a waste receptacle. Take care not to touch the exposed toner on the left side of the cartridge.</p>
Fewer copies from the Toner Cartridge than expected	<p>Originals contain pictures, solids, or heavy lines. Originals are forms, newsletters, books etc. The product is being powered on and off frequently. The <i>Document Feeder</i> is being left open while copies are being made.</p>

Printing Problems

PROBLEM	PROBABLE CAUSE	SUGGESTED SOLUTION
The product does not print	The IEEE-1284 parallel cable or USB cable is not connected properly.	Check the cable connection.
	The IEEE-1284 parallel cable or USB cable is defective.	Check the cable with a computer and printer that work. If printing is still not possible, replace the cable.
	The port setting is incorrect.	Check the printer settings in the Windows <i>Control Panel</i> to ensure that the print job is being sent to the correct port. (For Example: LPT1.)
	The toner and drum cartridges are not installed properly.	Check that the toner and drum cartridges are installed properly.
	The printer driver may not be installed properly.	Reinstall the software.
	The parallel port cable specifications may not be correct.	Use an IEEE-1284 compliant parallel port cable.

PROBLEM	PROBABLE CAUSE	SUGGESTED SOLUTION
Half of the page is blank	The page layout is too complex.	Reduce the resolution setting from 600 dpi to 300 dpi. Install more RAM in the computer.
	The page orientation may be incorrect.	Change the page orientation in the printer setup dialog.
Printing is too slow	The computer parallel port may not be set for high speed communications.	If the computer is equipped with an ECP parallel port, enable this mode of operation. Refer to the Enabling High Speed Printer Communications section of the PC's user guide.
	If using Windows 95, the spool setting may be set incorrectly.	Point to the Start Task bar and then click Settings, then Printers. Click the product icon with the right mouse button. Click Properties and then spool settings on the Details tab. Enter the required setting from the available choices.
	Computer may not have enough memory (RAM).	Install more RAM in the computer.
	Print job is too large	Reduce resolution from 600 dpi to 300 dpi.
Irregular faded patches of print	There is a paper quality problem.	Use only paper that meets the specifications required by the product.
	Toner may be unevenly distributed.	Remove the toner cartridge and shake it gently to distribute the toner evenly. Then reinstall the toner cartridge.
Black staining	There is a paper quality problem.	Use only paper that meets the specifications required by the product.
Character voids	The paper may be too dry.	Try printing with a different batch of paper.
Background scatter	The paper may be too damp.	Try printing with a different batch of paper. Do not open packages of paper until necessary so that the paper does not absorb too much moisture from the air.
	Printing over uneven surfaces.	If printing onto envelopes, change the printing layout to avoid printing over areas that have overlapping seams on the reverse side.

PROBLEM	PROBABLE CAUSE	SUGGESTED SOLUTION
Missing characters	The paper may be too damp.	Try printing with a different batch of paper. Do not open packages of paper until necessary so that the paper does not absorb too much moisture from the air.
Back of printout is dirty	The transfer roller may be dirty.	Print a few blank pages to clean the transfer roller.
Incorrect fonts	TrueType fonts may be disabled.	Use the fonts dialog box in the <i>Control Panel</i> to enable TrueType fonts.
Faded graphics	Toner may be low.	Remove the toner cartridge and shake it gently to distribute the toner evenly. Then reinstall the toner cartridge. Ensure that a spare toner cartridge is available.

E-mail Problems

PROBLEM	PROBABLE CAUSE	SUGGESTED SOLUTION
Not Assigned	The Group Mail you tried to use has no E-mail assigned to it.	Type the address manually.
Send Error (SMTP)	Your machine cannot connect with the server or has lost contact due to a network problem.	Try again. If the problem persists, try again once the network fault is resolved.
Recipient Address Failure	The recipient address could not be contacted or is invalid.	Ensure correct address is entered.
Connection Failure	Any type of communication or network failure during E-mail operations.	Try again.
Authentication Failure	Invalid Account or Password	Ensure correct account and password are used.
Authentication Required	Authentication is disabled and the mail server requires it.	Ensure Authentication is enabled. <i>Refer to the System Administrator.</i>

PROBLEM	PROBABLE CAUSE	SUGGESTED SOLUTION
SMTP Server CONN. Failure	SMTP server connection failure.	
Invalid Server or Port No.	Wrong SMTP server or port number.	
SMTP DNS CONN. Failure.	DNS connection failure.	
SMTP DNS Domain Error	Error in the SMTP DNS Domain.	
E-mail Associated Cannot Delete	Displayed when an entry associated with group mail is deleted from the Address book	Remove the group mail association before deleting the entry.
Mail Too Large	Displayed when the machine is unable to split the mail and send it. For example, if the mail size is configured to 1.0MB and a single page is larger than 1.0MB	
Empty Address Book	Displayed when an attempt is made to retrieve an address from an empty Address book.	
Address Book Full	Displayed when Address book is full with the maximum entries.	
Group Empty	Displayed when attempt is made to delete an entry from an empty Group.	
Group is Full	Displayed when an attempt is made to add an entry to a Group that is full with maximum entries.	
Entry Already Exists	Displayed when entering an entry which already exists in the Address book.	

PROBLEM	PROBABLE CAUSE	SUGGESTED SOLUTION
Invalid Email ID	Displayed when the E-mail ID is invalid	Ensure the E-mail address does not have any spaces in between and that it does not start with special characters such as + or @ and that the ID only contains one @ symbol.
Enter Again	Displayed when an attempt is made to enter an invalid Group number.	
Configured Already	Displayed when an attempt is made to configure and already configured Group.	
Invalid Login	Displayed when Login and/or password are invalid or do not correspond.	Ensure the login information and password are valid and entered accurately.

Faxing Problems Solution Chart

PROBLEM	SUGGESTED SOLUTION
Originals are fed diagonally (skewed)	Ensure the <i>Document Guides</i> are adjusted to the width of the original being fed. Check the original meets the conditions established for use with this device.
The original is not being printed on the paper of the remote Fax even though it is being sent	Ensure the originals were placed face-up in the <i>Document Feeder</i> or face-down on the <i>Document Glass</i> .
Originals are not sent even if operations are carried out normally	Check that the remote Fax is compatible with the machine. This machine supports G3 communications but not G4 communications.

PROBLEM	SUGGESTED SOLUTION
<p>Originals cannot be received even if [Start] is pressed</p>	<p>Ensure the bell rings before picking up the handset.</p> <p>Ensure the handset is not replaced before pressing [Start]. When answering a call using the handset and a Fax is being received, do not replace the handset until [Start] is pressed and the phone line switches to the machine.</p> <p>Check the telephone cord has not been disconnected.</p> <p>Check the power plug has not been unplugged from the power outlet.</p> <p>Check with the party trying to send the original that there are no problems with the remote fax.</p>
<p>Paper is not collated</p>	<p>Ensure the machine has paper loaded.</p> <p>Check if a paper jam has occurred.</p>
<p>The received original is printed dark and is illegible or black stripes are printed on the original</p>	<p>Check with the party sending the original that the original is a clean copy.</p> <p>Check with the party sending the original that the problem is not due to a fault or operator error at the remote Fax. For example, dirty scan glass or dirty scan lamp.</p> <p>If the same problem occurs even when copies are made on the machine, clean the drum. Refer to <i>"Maintenance Tools"</i> on page 9-25 for instructions.</p>
<p>Paper is collated but not printed.</p>	<p>Ensure there enough toner.</p> <p>Check with the party sending the fax that the original was placed correctly when scanned at the remote Fax.</p>

12 Specifications

Use this chapter to identify the specifications for each function of your machine.

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Introduction

The *Xerox CopyCentre C20, WorkCentre M20 and WorkCentre M20i* adhere to strict specifications, approvals and certifications. These specifications are designed to provide for the safety of users and to ensure that the machine operates in a fully functional state. Use the specifications listed in this chapter to quickly identify the capabilities of the machine.

- *If further specification information is required please refer to www.xerox.com.*

Printer Specifications

ITEM	DESCRIPTION
Emulation	PCL6
Resolution	True 600 x 600 dpi, 1200 dpi class
Printing speed	20 ppm for A4 / 21 ppm for Letter
Effective printing width	208 mm (8.2 inches) for letter / legal (216 x 356 mm / 8.5 x 14 inch) 202 mm (8 inches) for A4

Fax Specifications

ITEM	DESCRIPTION
Applicable line	G3 PSTN (Public Switched Telephone Network)
Communication Standard	ITU G3, Super G3
Resolutions	Standard 203 x 98 dpi Fine 203 x 196 dpi Super Fine (Fine Photo) 300 x 300 dpi Super Fine 203 x 392 dpi Super Fine 406 x 394 dpi Halftone (Error Diffusion)
Receiving Resolutions	203 x 98 dpi, 203 x 196 dpi, 300 x 300 dpi, 203 x 392 dpi, 406 x 394 dpi
Data coding	MH/MR/MMR/JBIG/JPEG (Color Transmission)
Maximum modem speed	33.6 kbps
Transmission speed	<3 seconds (Standard resolution, MMR, 33.6 kbps)
Fax Memory	16 MB
Printing speed	20 ppm (for A4) 21 ppm (letter size)
Effective scanning width	208 mm (8.2 inches)
Effective printing width	208 mm (8.2 inches) for letter / legal (216 x 356 mm / 8.5 x 14) 202 mm (8 inches) for A4
Document width and weight	Document Feeder: 176 ~ 216 mm (7 ~ 8.5 inches) 45 ~ 105 g/m ² (12.5 ~ 28 lb) Platen: Maximum Legal (216 x 356 mm / 8.5 x 14 inch)
Input paper tray capacity	Tray 1 and Tray 2 (optional): 550 sheets 80 g/m ² (20 lb) Bypass Tray: 100 sheets 80 g/m ² (20 lb)
Document Feeder	Document Feeder: Up to 50 pages 80 g/m ² (20 lb) Platen: 1 page

Scanner and Copier Specifications

ITEM	DESCRIPTION
Scanning method	CCD, Flat-bed
Copy speed	20 A4 / 21 Letter Copies Per Minute
Scan speed	2.5 msec/line MONO
Scan resolution	600 x 600 dpi, 1200 dpi class
Scan mode	True Color, 250 Gray, Black and white
Copy mode	Black and White
Effective scanning width	208 mm (8.2 inches)
Maximum document width	216 mm (8.5 inches)
Multi copy range	1 ~ 999
Reduction & Enlargement	25% ~ 400% in 1% increments (from <i>Platen</i>) 25% ~ 100% in 1% increments (from <i>Document Feeder</i>)
Maximum print edge margin	Top, Bottom, Each side 4 mm (0.16 inch)
First Copy Out Time	Under 8 seconds (Normal - Ready) 33 seconds (from Power Saver)

General Specifications

ITEM	DESCRIPTION
Input paper tray capacity	Tray 1 and Tray 2 (optional): 550 sheets 80 g/m ² (20 lb) Bypass Tray: 100 sheets 80 g/m ² (20 lb)
Output tray capacity	250 sheets 80 g/m ² (20 lb), face down
Toner cartridge life	8,000 pages (for Starter Cartridge 4,000 pages) at 5% coverage
Drum life	20,000 pages (5% coverage)
Operating Environment	Temperature: 10 - 32° C / 50 - 90° F (20 ~ 80% RH)
Paper size and weight	Trays 1 & 2: A4, Letter, Folio, Legal (216 x 356 mm / 8.5 x 14 inch 60 ~ 90 g/m ² (16 ~ 24 lb) Bypass tray: A6 ~ Legal (216 x 356 mm / 8.5 x 14 mm) 60 ~ 160 g/m ² (16 ~ 43 lb) Duplex: A4, Letter, Folio, Legal (216 x 356 mm / 8.5 x 14 inch) 80 ~ 90 g/m ² (20 ~ 24 lb)
Original document width and weight	Document Feeder: 176 ~ 216 mm (7 ~ 8.5 inches) 45 ~ 105 g/m ² (12.5 lb ~ 28 lb) Platen: Maximum legal (216 x 356 mm / 8.5 x 14 inch)
Document Feeder capacity	50 sheets 80 g/m ² (20 lb)
Power rating	AC220 ~ 240V (Europe), 50/60 Hz 3.0A AC110 ~ 127V (US, Canada), 50/60 Hz 6.0A
Power consumption	35 W in Power save mode 115 W in Standby mode 430 W / 420 W during operation
Weight	32 kg (Drum and Toner Cartridges included)
Dimensions (WxDxH)	540 x 441 x 488 mm (21 x 17 x 19 inches) without Tray 2 540 x 441 x 619 mm (21 x 17 x 24.4 inches) with Tray 2
Memory Size	C20 = 32MB, M20 = 32MB, M20i = 80MB

Media Specifications

ITEM	DESCRIPTION		
Paper types available	<i>Plain paper, OHP film, Label, Envelope, Card, Postcard</i>		
Paper Sizes	<i>Paper Type</i>	<i>W x L (mm)</i>	<i>W x L (Inch)</i>
	Letter	215.9 x 279	8.5 x 11
	Legal	215.9 x 355.6	8.5 X 14
	JIS B5	182 x 257	7.17 x 10.12
	A4	210x 297	8.27 x 11.69
	Executive	184.2 x 266.7	7.25 x 10.5
	A5	148.5 x 210	5.85 x 8.27
	A6 card	105 x 148.5	4.13 x 5.85
	Post Card 4x6	101.6 x 152.4	4 x 6
	HagaKi	100 x 148	3.94 x 5.83
	Envelope 7-3/4	98.4 x 190.5	3.88 x 7.5
	Envelope COM-10	105 x 241	4.12 x 9.5
	Envelope DL	110 x 220	4.33 x 8.66
	Envelope C5	162 x 229	6.38 x 9.02
	Custom	98 x 148 ~ 215.9 x 355.6	3.86 x 5.83 ~ 8.5 x 14

ITEM	DESCRIPTION			
Input Source	Source	Media Types	Sizes	Thickness
	Paper Tray	Plain Paper	A4, Letter, Legal, Folio	60 ~ 90 g/m ² (16lb ~ 24lb)
	Bypass Tray	Plain Paper, Envelope, Transparency, Label, Cardstock	A4, Letter, Legal, Folio, Executive, A5, B5, A6, Monarch (7 3/4), COM10, #9, C5, DL, Custom	60 ~ 160 g/m ² (16lb ~ 43lb)
	Duplex	Plain Paper	A4, Letter, Folio, Legal	80 ~ 90 g/m ² (20lb ~ 24lb)

① B5 means JIS and ISO
 Transparency film thickness: 150 µm
 Paper Label thickness: 140 µm

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